

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: Option Line English and Bilingual (Spanish) Consultants
DEPARTMENT: Option Line
REPORTS TO: Director of Option Line

SUMMARY

Heartbeat's Option Line is a 24/7 pro-life hotline. Calls and electronic communication come primarily from women who are facing unplanned pregnancies or who are seeking help to address other highly personal lifestyle, pregnancy or abortion related concerns. Heartbeat's Option Line Program Consultant will be responsible for responding to telephone, electronic communication, and instant messages received by Option Line, including communication in Spanish for Bilingual Consultants. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission, vision, and Christian values.

JOB RESPONSIBILITIES

1. Answer Option Line in-bound Option Line communication as they are received (according to established procedures and training), providing quality, Christian caring service.
2. Communicate fluently in English language (and Spanish language - Bilingual Consultants) with those contacting Heartbeat.
3. Assess the immediate need of the contact and direct to a local Pregnancy Help Center (PHC) with services available at the contact's convenience.
4. Counsel contacts, according to established policies and procedures and training, when necessary with the intention of referring each to a PRC for further services.
5. Remain aware of the contact's emotional state and show proper respect and sensitivity for the personal issues involved in the caller's circumstances.
6. Share the Gospel of Jesus Christ by word and example with each caller as may be appropriate.
7. Compose e-mails, chat and instant messages in a professional, sensitive, and concise manner following all protocol.
8. Enter data as contacts are received.
9. Follow established policies and procedures, including confidentiality policy.
10. Attend and complete all assigned mandatory training and meetings.
11. Accept assignments and directives as delegated by supervisor.
12. Attendance and punctuality for all assigned shifts

SUPERVISION (Received/Exercised)

Work performed independently with periodic review. Organize work and sets priorities based on schedule, office policies and procedures, and supervisor. Supervisor or team leader regularly reviews non-routine work and periodically reviews routine work.

QUALIFICATIONS

1. Good written communication skills in English (and Spanish – Bilingual Consultants); professional and pleasant oral communication skills, including good voice quality and fluency in English language (and Spanish language – Bilingual Consultants).
2. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others. Treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
3. Demonstrates willingness and ability to learn.
4. Ability to work under pressure, handle multiple tasks, and handle tasks accurately and timely.
5. A willingness and desire to work as a team to serve callers and other HB constituencies, including other staff. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.
6. Basic proficiency with computers and keyboarding skills and a good understanding of E-mail and Instant Messenger etiquette. Familiarity with Microsoft Word and a database preferred.