



Patient Services Associate Job Description

Objectives of the Position: The Patient Services Associate (PSA) provides compassionate and professional care as the first point of contact for families seeking support during unexpected pregnancy at the Clinic. The PSA is responsible for assisting the Clinic Manager (CM) in delivering strategic and excellent medical and counseling services. Major duties include coordinating the patient schedule alongside the Patient Services Coordinator (PSC). This role is also responsible for answering phones, providing patient reception, maintaining efficient office procedures, ensuring accurate patient recordkeeping. Additional duties include assisting with general ministry administrative, office tasks and other duties as assigned.

Reports to: Patient Services Coordinator

Hours/Salary Hourly, Non-Exempt; up to 40 hours per week, with some evening/weekend hours; eligible for 403b retirement plan. Full-time position is eligible for employee health insurance.

Qualifications:

1. Demonstrates a close personal relationship with Jesus Christ, spiritual maturity, and a prayerful, evangelical witness. (Required)
2. Holds a strong commitment to protecting the sanctity of human life and upholding chastity. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. (Required)
3. Expresses full agreement with Assist's Statements of Principle and Faith, Code of Ethics, and Policies and Procedures and possesses a sincere desire to reach out to abortion-vulnerable women. (Required)
4. Demonstrates skill in interpersonal communication, verbal and written communication, including possessing friendly, clear oral communication skills. (Required)
5. Exhibits careful attention to detail, follow through, dependability, and independent work ethic. Functions as a self-starter. Prioritizes problem-solving and proactive planning to support clinic scheduling and operations. (Required)
6. Possesses administrative experience and strong organizational ability, with capacity to multitask and systematize multiple channels of communication. (Required)
7. Demonstrates proficiency in the Microsoft Office Suite, especially Word and Excel, and aptitude with file management in databases/electronic charting software programs. (Required)
8. Demonstrates comfort with managing phone systems and other information technology. (Required)
9. Possesses conversational competency in Spanish. (Preferred)
10. 1-2 years of front desk or office management experience. (Preferred)

Responsibilities:

I. Patient Services

1. Be available during core hours that the Medical Clinic is open, including evening hours.
2. Answer the phone for the Medical Clinic, providing clear, helpful explanations of Medical Clinic services. Route calls, texts, chat inquiries, eFax requests, and web form submissions properly.

Relay messages promptly, and maintain a daily log of all telephone calls. Track and respond to any electronic requests for services in timely manner, with proactive, multichannel follow up.

3. Monitor incoming requests for services and communicates trends of the Medical Clinic's target clientele.
4. Manage daily patient schedule and make necessary adjustments to corresponding software as schedule changes arise.
5. Schedule appointments for patients according to established policies and procedures utilizing electronic schedulers.
6. Provide appointment reminders to patients in advance, monitoring no-show and cancellation rates and assisting the PSC in developing strategies to maximize kept appointments.
7. Greet patients and help them feel welcome, comfortable, and informed on any delays.
8. Conduct patient pre-service and appointment processes according to established procedures, establishing rapport and creating a welcoming environment for Medical Clinic visitors.
9. Conduct final check-out for all patients according to established procedures (i.e. transportation, collect iPads, Medical Clinic phone, etc.)

II. Administrative—Patient Services

1. Perform opening or closing duties in accordance with established procedures.
2. Maintain, clean, and organize office areas, including reception, bathroom, office, lobby, stairs, and consultation rooms. Ensure cleanliness of facility prior to opening daily.
3. Ensure adequate copies of office forms are labeled, and maintained.
4. Prepare mobile intake forms for new patients.
5. Provide support to men's ministry as directed when needed.
6. Enter patient information and maintain records as directed, utilizing electronic database.
7. Collaborate with the PSC in coordinating, preparing, and updating patient services schedule.
8. Assist in maintaining Personnel Calendar for Patient Services staff and volunteers by adding schedules, events, trainings, etc.
9. Provide quality assurance for patient services transactions and provide an expenditure request form (i.e. Translation, UberHealth, Lyft, etc.) prior to submitting it to the Office Coordinator.
10. Assist in maintaining forms, files, and manuals as directed by the PSC.
11. Close out patient files in the database.

III. Administrative—General Ministry

1. Support ministry-wide administration tasks, as directed.
2. Provide administrative support for execution of ministry-wide events.
3. Attend the Medical and Client Services Team Meetings.
4. Attend quarterly lunch and learn trainings, as directed.
5. Participate in all Assist fundraising events.

Other duties as assigned.

The Patient Services Associate shall receive an annual evaluation from the PSC/CM, after an initial ninety-day performance evaluation.