

Scheduler and Follow-Up Coordinator Mountain Area Pregnancy Services

Objectives of the Position: Schedule appointments for at-risk women following appropriate script and procedures; Maintain excellence and accuracy in the Follow-Up process, Data Entry process, and filing system for all office locations.

Reports To: Nurse Manager

Status: Non-exempt

FT/PT/PRN: Part-Time

Shift: 34 hours/week (Monday – Thursday 8:30am-5:00pm) evenings and weekends as needed

Location: MAPS' Asheville Office

MINIMUM QUALIFICATIONS:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Be a committed member of a local church
3. Exhibit strong commitment and dedication to the pro-life position
4. Agree with and be willing to uphold Mountain Area Pregnancy Services' Statement of Faith, Vision and Mission Statements, and center policies and procedures
5. Highly self-motivated with the ability to carry out responsibilities with little or no supervision
6. Possess excellent people skills, through both verbal and written communication
7. Highly organized.
8. Comfortable speaking to patients on the phone.
9. Ability to work under pressure to meet deadlines.
10. Have at least an Associate's in a relevant field, or related experience equivalent
11. Intermediate computer skills
12. Ability to be a team player, working together to achieve the Ministry's mission
13. Reliable transportation

ESSENTIAL FUNCTIONS:

Scheduler:

1. Answer all calls and texts coming to the center.
2. If not a scheduling call, forward to the appropriate staff member.
3. Make sure appropriate script is followed.
4. Call to qualify appointments scheduled online following the appropriate script and documentation.
5. Complete scheduling intake form.

6. Enter appointments into online scheduler.
7. Verify that appointments populate into Cool Focus.
8. Reschedule appointments as directed by staff.
9. Schedule appointments for any walk-in patients
10. Maintain Center Voicemail message (holidays, weather related closings, etc.), as well as manage any voicemail messages left by patients.

Follow-Up Coordinator:

1. Conduct follow-up calls/texts using the follow-up process.
2. Audit patient charts.
3. Maintain and reconcile statistics for all patients.
4. Maintain organization of patient charts.
5. Enter necessary data connected with extra patient contact which falls outside the follow-up process.
6. Complete/Coordinate the completion and documentation of all scheduled follow-up calls.
7. Complete/Coordinate No Show Contacts.
8. Alert medical staff of any follow-up calls they need to make.
9. Close out patient charts.

Other:

1. Attend weekly mandatory staff meetings.
2. Attend staff trainings/retreats and other events as required
3. Assist with fundraising events as required.
4. Fill the role of Patient Advocate as needed.
5. Attend community events as required by the Executive Director.
6. Work with support services staff to keep community referral list updated.
7. Conduct follow-up calls/texts using the follow-up process.
8. Pray with donors and staff members as appropriate.
9. Lead staff Bible devotion on occasion.
- 10.

Send Cover Letter and Resume to careers@mtnpregnancy.com