

HEARTBEAT INTERNATIONAL
Job Description

JOB TITLE: Option Line Plus (Nurse) Consultant; Non-exempt; Part-time (18 – 20 hours per week; general hours will be 5p – 10p, EST, varied days with some weekend rotation)
DEPARTMENT: Option Line/Ministry Solutions
REMOTE WORK STATUS: Subject to supervisory approval, position eligible to work remotely
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 Plus (Nurse) Consultant is responsible for responding to telephone and electronic inquiries received by Option Line. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian values.

JOB RESPONSIBILITIES

Primary Responsibilities (Approximately 80% of time perform at least 4 of the following)

1. Make outbound communication to contacts who have requested Option Line Plus interactions.
2. Assess the immediate need of the contact, provide information, answer questions as appropriate, and connect callers with life affirming affiliates in their communities.
3. Offer limited counseling to contacts, according to established policies, procedures, and training, with the intention of referring each contact to a life-affirming affiliate for ongoing support.
4. Remain aware of the contact's emotional state and show proper respect and sensitivity for the personal issues involved in the caller's circumstances.
5. Maintain accurate records including logs, lists, files, and other program records requiring data entry and/or word processing.
6. Share the Gospel of Jesus Christ by word and example with each caller as may be appropriate.
7. Follow established policies and procedures, including confidentiality policy.
8. Engage with contacts to the Option Line program, providing quality, Christian caring service in accordance with the culture of Heartbeat International and referring to affiliate pregnancy help organizations as often as possible.

9. Work cooperatively with all members of the Option Line team to ensure efficient and effective service to contacts.

Secondary Responsibilities (Approximately 20% of Time)

1. Attend and complete all assigned mandatory training and meetings.
2. Accept assignments and directives as delegated by supervisor.

SUPERVISION (Received/Exercised)

Supervisor or team leader regularly reviews non-routine work and periodically reviews routine work. Make routine decisions involving analysis of situations based on parameters established, relevant and appropriate medical guidelines and practices, ensuring service provided conforms to Heartbeat's Christian pro-life mission, vision, core beliefs, and values and appropriate guidelines and regulations. Certain Option Line policies and procedures fall under the purview of Heartbeat International's Medical Impact department, and as such, routine Quality Assurance & accountability for the position will be exercised by Medical Impact. Organize work and set priorities based on schedule and office priorities established by Director of Option Line.

QUALIFICATIONS

1. Degree from an accredited school of nursing or other comparable secondary education required; *BSN RN preferred.*
2. Unrestricted license as a Registered Nurse (RN) or other healthcare licensing in state of residence required.
3. Work experience in a Pregnancy Help Organization strongly desired.
4. Two years office experience or training required, including answering phones, record keeping, or word processing/data entry, and multitasking.
5. Word processing/data entry skills including accurate typing speed of 30 words per minute required. A working knowledge of Microsoft Office (especially Word and Excel) preferred. Familiarity with databases strongly preferred.
6. Good written communication skills; professional and pleasant oral communication skills, including good voice quality and articulation.
7. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others and treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
8. Ability to work under pressure, handle multiple tasks, and handle tasks accurately and timely.
9. Ability to lead a team through (servant leader) example to serve those who contact Heartbeat's Option Line and other HB constituencies, including other staff.
10. Ability to work cooperatively with staff and supervisors and willingness to accept work assignments and critique of work product.

11. Self-starter with integrity, good judgment, and the ability to resolve routine problems and maintain confidentiality.
12. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
13. A willingness to share the gospel of Jesus Christ by word and example to encourage those who contact Heartbeat's Option Line, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
14. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.
15. Ability and willingness to provide caring and respectful support to callers who are facing unplanned pregnancies or other highly personal lifestyle, pregnancy, or abortion related concerns.
16. Availability for weekend and holiday hours.
17. Availability for a regular weekly schedule, minimum of 12 hours per week.