



Pregnancy Center West

JOB DESCRIPTION – 11/2023 PREGNANCY CENTER WEST

Job Title: Nurse Coordinator

Reports to: Executive Director

Classification: Full time, Exempt

Ordinary Schedule: 32-37 hours per week, Monday – Friday (9am – 430pm), with flexibility for occasional evening and weekend events

JOB SCOPE:

The Nurse Coordinator is a full-time role with primary duties focusing on the coordination, implementation, promotion and management of client related services. The goal of this role is to engage and successfully schedule, as many as possible women facing pregnancy choices into our facility for education and services, with the intent of influencing women to choose life.

This role is responsible for management and oversight of the entire client experience, from first point of contact to follow-up and after-appointment engagement. The NC is a constant presence during daytime hours in order to: manage the flow of scheduled appointments and walk-ins, provide development opportunities for client advocates, take phone calls and respond to inquiries from prospective clients, assist with scheduling and greeting clients, and perform pregnancy tests, informing clients of their results.

General Duties:

- **Client Counseling:**
 - Initiates a first point of contact by phone call, text or email or chooses staff or volunteer to perform this task.
 - Executes the direction of volunteers in serving clients and families that come to Pregnancy Center West for help with positive alternatives to abortion and help with pregnancy-related services.
 - Assists in a variety of client situations, including circumstances where volunteers may not be able to provide the scope of assistance a client may need, taking a pastoral tone of leadership and following PCW policies and procedures.
 - Confidentially discusses difficult client situations and offers support to volunteers, while ensuring compliance with laws and regulations.

- Coordinates with staff and volunteers to assure clients are always treated with respect and are provided with excellent services.
- Demonstrates strong leadership by promoting harmony modeled after Christ's example, serving clients and volunteers effectively and lovingly while supporting and promoting the PCW mission.
- **Administration / Other:**
 - Serves under the Executive Director to lead the organization in client services and engagement.
 - Promotes quality of services, facility, staff and client consultants through ministry and community functions.
 - Aids in developing goals, objectives, policies, processes, and budgeting for client-service initiatives, including marketing, operational procedures, evaluation of services and measurement of performance and effectiveness parameters.
 - Provides periodic status reports to Executive Director
 - Conducts networking and outreach to ensure cooperation between agencies and community organizations in meeting the needs of our clients to prevent duplication of services.
 - Assists with other duties as needed, under the guidance of the Executive Director.

Experience and Qualifications:

- Candidates must be pro-life and committed to the Catholic Church's teachings on human sexuality.
- Must hold a current License or Registry in good standing with the State Medical Board.
- Position requires strong written and verbal communication skills to communicate effectively with clients, paid staff, volunteers, donors, and members of the community.
- This role requires experience and ability in program development and evaluation.
- Must be a self-starter exhibiting initiative, good judgment, integrity and excellent administration and organizational skills.
- Must be willing and able to carry out the mission of Pregnancy Center West, Inc. and serve clients and volunteers, sharing the gospel of Jesus Christ by word and example.
- Experience with using Microsoft Office applications.

About Pregnancy Center West:

Pregnancy Center West is a Catholic, non-profit organization and ministry. We hold true to all the teachings and tenets of the Catholic faith. All information, educational programs, and services are to be consistent with the tenets of the Catholic Church on the gifts of human life, sexuality, marriage and family. As such this excludes dissemination of information on abortion resources, artificial birth control, and sterilization.