



*HEARTBEAT INTERNATIONAL  
Consultant Job Description*

**JOB TITLE:** Rescue Hotline Team Consultant  
**DEPARTMENT:** Ministry Services  
**REPORTS TO:** APR Coordinator

**SUMMARY**

Heartbeat's Abortion Pill Rescue (APR) Hotline is a pro-life communication service that operates 16 hours per day, seven days a week. Calls and electronic communication come primarily from women who are seeking reversal after the initiation of a chemical abortion. The Rescue Hotline Team Consultant is tasked with responding to telephone and electronic communication, 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.

The information presented and given through contacting Abortion Pill Rescue is intended for general education purposes only and is not intended to be relied upon as a substitute for professional and/or medical advice.

**RESPONSIBILITIES**

1. Answer APR in-bound communications as they are received according to established policies, procedures and training, and provide quality, Christian caring service.
2. Assess the immediate need of the contact, provide information, answer questions as appropriate, and connect callers with life affirming medical providers who offer APR protocol for the reversal of chemical abortion.
3. Counsel contacts, according to established policies, procedures and training, with the intention of referring each contact to a life-affirming medical provider and/or pregnancy resource center for further services.
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. Share the Gospel of Jesus Christ by word and example with each caller as may be appropriate.
6. Compose communications - e-mails, chat and instant messages - in a professional, sensitive, and concise manner while following established protocol.
7. Enter data into APR database as contacts are received.
8. Provide necessary information to healthcare professional providing reversal.
9. Complete each client's initial intake as well as appropriate documentation following each client contact.
10. Maintain licensure in state of residence as appropriate.
11. Follow established policies and procedures, including confidentiality policy.

12. Attend and complete all assigned mandatory training and meetings.
13. Maintain timely attendance and punctuality for all assigned shifts
14. Accept assignments and directives as delegated by supervisor.

### **SUPERVISION (Received/Exercised)**

Work performed independently with periodic review. Organize work and set 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. College and/or nursing degree preferred. Minimum 2 years experience working in a health care setting also desirable.
2. Good written communication skills and professional, pleasant oral communication skills, including good voice quality and fluency in English language (Spanish language fluency required for Bilingual Consultants).
3. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others - treat others with respect, honesty, and integrity, working towards Christian (scripture-based) peace and unity.
4. Demonstrates willingness and ability to learn.
5. Ability to work under pressure and manage multiple tasks, ensuring the accuracy and timeliness of the work performed.
6. A willingness and desire to work as a team to serve callers and other HB constituencies, including other HB staff. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.
7. Basic computer proficiency and keyboarding skills, with solid understanding of E-mail and Instant Messenger etiquette. Familiarity with Microsoft Word. Prior database experience preferred.
8. Availability for weekly scheduled 16 hour shifts with a minimum (availability) requirement of one shift per month. Shifts are 6am-10pm PT/7am-11pm MT/ 8am-12am CST/ 9am-1am EST.

### **COMPENSATION**

RHT Consultants are engaged as contractors with Heartbeat International and are compensated for services performed at the rate of \$100.00 per 16-hour period. Contractor invoices Heartbeat International monthly.