

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: Option Line [Plus] Shift Supervisor; Non-exempt; ideally full time (Wednesday – Sunday, 4p – 12a) though part time schedule may be considered (Wednesday – Sunday, 5p – 10p)

DEPARTMENT: 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 (Plus) Line Shift Supervisor is responsible for overseeing Option Line and Option Line Plus consultants and providing general support as related to *medical 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. Act as Team Leader, overseeing Option Line and Option Line Plus Consultants during assigned shift, including the following duties –
 - Assign Consultants specific tasks (such as answering in-bound Option Line communication).
 - Report Consultant attendance issues (absences and tardiness).
 - Complete Quality Assurance Assessments for Option Line staff in accordance with established procedures.
 - Coach and assist with on-the-job training as requested by the Director.
 - Ensure adherence to all applicable policies and procedures.
 - Monitor calls and call volume as requested to assist in assessing performance.
 - Encourage/demonstrate respectful, Christian caring communication between staff.
 - Facilitate disciplinary action for Consultants as assigned by the Director
2. Advise Director of performance issues, support needs, equipment issues, etc., affecting effectiveness, efficiency, and quality of Christian caring service.
3. Maintain accurate records including logs, lists, files, and other program records requiring data entry and/or word processing.
4. Maintain schedule for Option Line Plus program based on the needs of the hotline; advise Director of Option Line regarding staffing needs for the program.
5. Engage with contacts to the Option Line Plus 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.

Secondary Responsibilities (Approximately 20% of Time)

1. Provide word processing, data entry support for the Director.
2. Other special projects as assigned by supervisor.

SUPERVISION (Received/Exercised)

Receive periodic supervision in form of general parameters. 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. Option Line Plus 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 sets 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.