

RealOptions

POLICY AND PROCEDURE MANUAL

JOB DESCRIPTION: Patient Services Manager

Position Summary: Under the supervision of the Director of Patient Services, the Patient Services Manager (PSM) is responsible for the functioning of the RealOptions patient services in their respective clinic location. This includes recruiting, training, and supervision of paid and volunteer patient services staff (including the training manager) to uphold the Policies and Procedures given by the Board of Directors.

Qualifications:

- A Holds a high school diploma or equivalent.
- B Has excellent computer skills and is able to learn Patient Services software programs as well as other related programs.
- C Has completed online training with Training Manager, as well as on-the-job training.
- D Is competent in crisis counseling and management.
- E Is able to manage a volunteer program with a teamwork approach to complete tasks.
- F Possesses some public speaking skills and high quality telephone etiquette.
- G Agrees with RealOptions' Statement of Principle and Mission Statement, and Philosophies of ministry and service.
- H Has sincere desire to reach out to women, men, and their families in unplanned pregnancies, especially the abortion vulnerable and abortion-minded.

Responsibilities:

A. Clinical

1. Interviews, orients, and facilitates training for new volunteers per RealOptions' Policy and Procedure Manual, Care-Net Training Manual, Optimal Health Manual, and Sexual Risk Avoidance model. Facilitates training for all staff and volunteers on Athena and Ekyros software after initial training by the Training Manager.
2. Leads in-service meetings quarterly for the Patient Advocates to review policies, procedures, and consultation skills.
3. Works closely with the RN Director of Nursing and other medical staff.
4. Encourages participation at all fundraising events from clinic staff and volunteers.

B. Administrative

1. Supervises maintenance of clinic patient records.
2. Oversees patient data for a statistical system.
3. Oversees chart auditing in an effort to ensure quality control.

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4. Oversees the stock of supplies and requests orders in a timely manner.
5. Maintains and updates referrals and literature resources.
6. Keeps inventory of brochures and resources available for staff and volunteers to use.
7. Is an effective liaison between the administrative staff and patient services staff and volunteers, keeping them well informed of current fundraising and community awareness events and projects.
8. Responsible to maintain current volunteer database records through patient tracking software system and to properly document correspondence with potential volunteers as needed
9. Collects and oversees the completion of annual requirements by all staff and volunteers, and sends appropriate copies to HR.
10. Brings Policy and Procedure suggested changes to the Director of Patient Services, who will obtain the approval of the Director of Nursing and Board of Directors prior to implementation. All changes made to any written Policy and Procedures must be created by the Director of Operations and stored on the RealOptions computer server as the master copy. No changes are authorized to be made on individual computers at RealOptions.
11. Oversees practical support operations including childbirth classes, donation intake, and donation thank you's.
12. Manages staff PTO requests and scheduling of daily clinic coverage.
13. Reviews and approves timecards in a timely manner, every other week.
14. Submits monthly reports to the leadership team each month.

C. Public Relations

1. Acts as a spokesperson/ambassador for RealOptions to the community.
2. Serves as a representative to schools, community organizations and churches as needed.

D. Personal Development

1. Increases knowledge of management skills, counseling methods and community resources.
2. Attends all paid staff meetings and fundraising events.
3. Attends skill enhancing workshops, classes, and conferences as approved by the Director of Patient Services.