|  |  |
| --- | --- |
| Job Title: **Client Care Specialist**  **Dallas Dream Center** | Reports To:  **Client Services Director** |
| Last Revision Date: 03/07/2024 | Hours/Status:  40 Hr. week/Exempt |

The Client Care Specialist/Dallas Dream Center (CCS/DDC) will be responsible for all interactions with clients at the Dallas Dream Center. The main responsibilities of the CCS will be to handle all phone calls, texts, chats, check-ins and client case management. The CCS will act as Real Options’ “first responder”.

The Client Care Specialist/Dallas Dream Center is responsible for and performs some or all of the following:

**Client Responsibilities**

* Respond to client needs by evaluation
  + Evaluate the needs of clients, identify the services needed, and create a plan to provide that care. CCS/DDC may also be responsible for evaluating the effectiveness of the care plan and services.
* Answer all chats, texts and calls in a timely manner
* Follow up with all Call Rail texts and respond accordingly, flag advocates/RN for follow-up
* Make appointments through Ekyros, client database and scheduling program, send reminders each day, update appointment status, follow-up with no-shows, reschedules, PreBorn and Options TX clients.
* Enter all PreBorn appointments into Ekyros and send and instant reminder
* Greet each client and instruct them on check-in process
* Ensure client is seen in a timely manner
* Adhere to HIPAA compliance when dealing with patient information
* Perform follow up calls to clients when needed
* Confirm appointments
* Step in as a patient advocate as needed
* Provide phone counseling as needed
* Track all client calls, appointments, appointments kept, at risk, texts, and forms on excel spreadsheet
* Serve as point of contact for all client needs and provide case management to ensure follow up care has been received
* Provide referrals
* Process intake for new moms to include:
  + Ensuring baby gift has been prepared
  + Confirm client signature on media release
  + Complete Newborn report
  + Confirm any client or baby photos are added to folder in Dropbox

**General Duties**

* Responsible for opening and closing procedures at Dallas Dream Center clinic
* Provide Client Care at Allen Clinic when not at DDC
* Attend all staff meetings, RO (major) events and In-services
* Occasionally stay late for patient care
* Support fundraising events and public relations efforts as needed
* Assist with parenting classes if needed
* All other duties as assigned by the CEO

**Qualifications**

* Bilingual (Spanish) preferred
* Excellent phone and interpersonal skills
* Proficient with technology and able to learn applicable computer programs
* Self-starter with ability to multi-task, learn quickly and make complex decisions
* Compassionate
* Spiritually maturity
* Pro-Life, Christ follower and believe the Bible is the inerrant word of God

Working Conditions

* CCS/DDC will usually work in an office environment, but the mission of the ministry may sometimes take them to non-standard work places
* The CCS/DDC will work M-F, three days a week at DDC from 10:00 am – 6:00 pm and two days a week at the Allen clinic, one of which is Thursday evenings from 1:00 pm to 9:00 pm.
* Additionally, the CCS/DDC may work evenings, weekends, and additional hours to accommodate activities such as Board meetings, in-service training and representing the Ministry at public events.
* The Client Services Director will conduct an annual review of job performance.

NOTE:  This job description is not intended to be all-inclusive. Employee may be required to perform other duties to meet the ongoing needs of Real Options for Women.