

The Patient Specialist provides compassionate, Christ-centered care and clear communication for patients and clients throughout their appointments. This position supports the clinic team by assisting with patient flow, appointment coordination, and client care across a variety of services. Depending on training and experience, the Patient Specialist may also provide interpretation, parent mentoring, education, or emotional and spiritual support to clients.

Reports to: Clinic Manager

- FLSA Status and Job Classification: Full-time or Part-Time, Non-exempt
- Classification: Full-time or Part-Time, Non-exempt (16–24 hours/week or 34–40 hours/week).
- Compensation: \$16.66–\$22.00/hour; benefits include vacation, holiday pay, and flexible scheduling.
- Clinic hours are open to the public: Mon-Thurs 9am-5pm, Wed 12-6pm (Flexible with the growth of the clinic.)

Qualifications

1. Be a committed Christian with a strong personal relationship with Jesus Christ as Savior and Lord; actively attend a Bible-believing church and maintain a current pastoral referral.
2. Exhibit strong commitment to and passion for the pro-life position and sexual purity.
3. Agree with and uphold You Medical's Core Beliefs, Statement of Faith, Christian values, and policies.
4. Have personal prayer team support.
5. Maintain confidentiality regarding clients, donors, and other ministry business.
6. Be dependable, stable, and able to follow through on commitments.
7. Demonstrate social aptitude, situational awareness, and professional conversational skill.
8. Show a sincere desire to reach out with the love of Jesus to all people.
9. Be familiar with Scripture pertaining to sanctity of life, forgiveness, and salvation.
10. Commit to the position for at least one year with dependable availability.
11. Strong and effective communication skills (oral and written).
12. Working knowledge of standard office procedures/technologies (computer, phone, printer, copier, scanner).
13. At least two years of experience in an administrative role or professional office setting.
14. Medical/social-service/educational interpretation experience (preferred).
15. 1 year in missions, evangelism, or biblical counsel (preferred).
16. Pregnancy center training or knowledge (preferred).
17. Able to pass a background check.
18. Reliable transportation, including availability to drive to locations for mobile services.
19. High school diploma or equivalent.
20. Must be at least 18 years old.

Skills and Abilities

1. Maintain confidentiality of sensitive information (Personal Health Information-Aware).
2. Self-motivated, trustworthy, and dependable.
3. Work effectively both independently and as part of a team.
4. Patient, flexible, and professional in a dynamic environment; strong decision-making skills.
5. Organize and implement plans for daily tasks and projects in a timely manner.
6. Encourage and motivate volunteers at varied skill levels; model conflict resolution.
7. Strong oral and written communication; excellent time management and follow-through.
8. Provide a calm, compassionate presence in sensitive or emotional situations.

Major Responsibilities

1. Provide compassionate, Christ-centered care to patients during pregnancy testing, ultrasounds, education sessions, and advocacy appointments.
2. Gain an understanding of the organizations You Medical refers to, and provide accurate up to date information about pregnancy options.
3. Assist with patient check-in, scheduling, and data entry using clinic databases and mobile forms.
4. Support patients through clear, professional communication, ensuring understanding across all materials and conversations.
5. Participate in follow-up communication or care coordination as directed by medical or advocacy staff.
6. Collaborate with Advocates, Parent Mentors, and medical staff to ensure consistent and professional patient care.
7. Assist the Clinic Manager and team with onboarding, training, or patient care needs as directed.
8. Participate in and support mobile clinic operations and outreach events as directed.
9. Train to become cross functional to provide the best well-rounded care for our patients.
10. Maintain patient records as indicated in center policies and guidelines and document accurately in patient databases according to clinic protocols.
11. Answer general clinic calls as needed and greet patients with warmth and professionalism in alignment with You Medical's mission and Policies & Procedures.

Specialties can include

1. Counseling
2. Mentorship
3. Interpretation
4. Advocacy

Staff/Volunteer Training & Fundraising

1. Attend in-services and participate in training as needed.
2. Assist with and attend fundraising events.
3. Attend scheduled meetings, including staff meetings; participate in volunteer training to model communication and interpretation standards.

Other Duties as Assigned

Perform additional duties as required to support the mission and operations of You Medical.

You Medical is a faith-based 501(c)(3) non-profit organization supported by the generosity of our community and was founded in our community in 1988.

Our clients receive quality medical care, free of charge or at low cost.

You Medical is a place where you can grow into the fullness of who you were called to be—including your job. We care for our people and equip them with tools to take on meaningful work to serve our community.