

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, Post Partem support, Brief Intervention, 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: \$20–\$25.00/hour; benefits include vacation, holiday pay, and flexible scheduling.
- Clinic hours are open to the public: Mon-Thurs 9am-5pm, Wed 9am-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. Bilingual fluency in English and Spanish preferred (written and verbal).
14. At least two years of experience in an administrative role or professional office setting.
15. Medical/social-service/educational interpretation experience (preferred).
16. 1 year in missions, evangelism, or biblical counsel (preferred).
17. Pregnancy center training or knowledge (preferred).
18. Able to pass a background check.
19. Reliable transportation, including availability to drive to locations for mobile services.
20. High school diploma or equivalent.
21. Must be at least 18 years old.

Skills and Abilities

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

9. Provide a calm, compassionate presence in sensitive or emotional situations.

Major Responsibilities

1. Work with staff and volunteers to provide in-person and phone interpretation during intakes, ultrasounds, advocacy, education sessions, and events for Spanish-speaking clients.
2. Provide accurate medical interpretation as dictated by medical staff.
3. Answer the Spanish phone line when not in appointments; return Spanish calls promptly; monitor and respond to Spanish-language chats or online inquiries as needed.
4. Ensure interpretation accuracy and neutrality while safeguarding confidentiality.
5. Translate client forms and educational materials (Spanish) as directed.
6. Document interpreter support and notes in client databases according to clinic protocols.
7. Participate in follow-up communication or care coordination as directed.
8. Assist with pregnancy testing, parent mentoring or ultrasound appointments as trained.
9. Participate in and support the mobile clinic and outreach events as part of the ongoing schedule.
10. Provide support during onboarding or training when language interpretation or patient care support is needed.
11. Collaborate with Advocates and Parent Mentors to ensure Spanish-speaking clients receive consistent, compassionate care.
12. Assist the Clinic Manager with onboarding and staff training programs when language or patient care support is needed.
13. Learn and perform the roles of Advocate and Parent Mentor to fill in for Spanish-speaking patients/clients when volunteers are unavailable.
14. Use client databases proficiently for check-in, scheduling, data entry, mobile forms, and documenting advocacy/mentoring services; oversee quality data entry from volunteers.
15. Answer general clinic calls with a positive, warm demeanor in alignment with You Medical Policies & Procedures.

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.