Position Title: 
Pregnancy Decision Line Lead Coach

Reports to: Pregnancy Decision Line Manager  
Direct Reports: Yes  
Position Status: Full Time  
Location: Charlotte, NC

Position Focus

Pregnancy Decision Line is Care Net’s national real time helpline for women and men considering abortion. The Pregnancy Decision Line (PDL) Lead Coach is primarily focused on providing pregnancy coaching and support over the phone to women and men facing unplanned or unexpected pregnancies. As a registered RN, The PDL Lead Coach can assist in providing medical information to clients. Additionally, this position includes case management and administrative and direct program services support to the Pregnancy Decision Line Manager. This position will have three direct reports that the PDL Lead Coach will be responsible for providing quality assurance and on-going training alongside the PDL Manager. This is a salaried full-time position.

Core Responsibilities

- Provide Biblically based, compassionate, Christ-centered pregnancy coaching and Gospel conversations over the phone to at-risk clients.
- Remain up to date on PDL resources that are most beneficial to clients and refer clients as needed for these resources.
- Identify pressures pushing client towards abortion, with the intention of reducing the impact of pressures by resource referral, local pregnancy center referral, and advocating for direct client support when appropriate.
- Ensure effective and punctual follow-up of all clients
- Foster use of best practices and continued growth in direct reports.
- Provide supervision, quality assurance, continued training and guidance to direct reports alongside the PDL Manager.
- Maintain professional license.
- Increase knowledge of OB/GYN care and women's health issues.
- Comply with professional continuing education requirements.
- Responsible for maintaining a high standard of medical ethics and increase the level of understanding and knowledge of the field and new procedures as they evolve.
- Responsible for maintaining ethical working relationships and good rapport with all interrelated clinics, practices, and health care teams.
- Attend and be available to help with all Care Net events as required.
- Assist PDL Manager with training of new PDL Coaches.
Essential Job Functions

- Maintain working knowledge of abortion procedures and risks, individual state’s abortion laws, pregnancy centers, and churches who are available to provide ultrasounds as well as practical help and resources to clients.
- Remain up to date on all abortion education tools, including but not limited to PDL Desk Reference Guide and PDL website.
- Assist and guide clients and/or PDL staff with their medical questions.
- Responsible for accurate and thorough data entry and client record creation and maintenance.
- Ability to effectively refer clients to appropriate next steps, client intake and charting, and timely follow up.
- Attend weekly PDL staff meetings and bi-weekly one-on-one meetings with supervisor.
- Conduct bi-weekly one-on-one meetings with all direct reports.
- Attend morning devotions (remotely) with Care Net National staff.
- Assists other program staff members as directed by PDL Manager.
- Other responsibilities as assigned by PDL Manager.

Conference and Other Events

- Travels to and performs duties, as assigned, at the Care Net annual conference, and/or other national and medical trainings.

Position Requirements

- Is a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Keeps Christ central in our individual and corporate lives and shares the Gospel of Jesus Christ. Attends and participates in daily staff devotions, regular prayer, and fasting
- Possesses a strong commitment and dedication to Care Net’s pro-life position and related sexual purity/health issues.
- Agrees with Care Net’s Statement of Faith and Mission/Vision, and will seek to conduct him or herself according to the Core Values and Employee Conduct Policy.

Qualifications

- Minimum of an Associates Degree in nursing (ADN).
- Minimum one year of experience as a helping professional with client or patient interaction.
- Minimum one year of experience as a volunteer or employee in some ministry capacity.
- Current compliance with Continuing Medical Education (CME) requirements for specialty(ies) as appropriate.
- Strongly skilled in interpersonal communication, active listening, coaching, organization, and problem solving.
- Ability to carry out responsibilities with minimal supervision.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Excells at operating in a fast paced, community environment.
- Excellent people principles, open to direction and collaborative work style, and commitment to getting the job done effectively.
Preferred Qualifications

- Bachelor’s Degree of Science in Nursing (BSN) preferred.
- Familiarity with Microsoft Office, cloud-based databases, and a comfortability in learning new technology.

To apply:
Please send a cover letter and resume to Brie Naughton, PDL Manager, at bnaughton@care-net.org. Be sure to include in the cover letter why you desire to work for Care Net, specifically Pregnancy Decision Line, along with your qualifications.

Additionally, please include you responses to the following prompts:
- Please describe your relationship with Jesus Christ (250 words or less)
- Please describe your position on pro-life matters (250 words or less)

No phone calls please.