



## JOB OPPORTUNITY

**Position:** Bilingual Phone Educator  
**Department:** Cliff Valley Clinic  
**Reports To:** Admissions Supervisor  
**Job Type:** Healthcare  
**Schedule:** Part-Time (20-31 hours); First Shift; Varied days, Monday-Saturday  
**Salary:** \$11/hour  
**Location:** Atlanta, GA  
**Required Travel:** No  
**Relocation Covered:** No

**Status:** Open

**To Apply:** Send cover letter\*\* and resume in Word format to:  
**Email:** [humanresources@feministcenter.org](mailto:humanresources@feministcenter.org)  
**Fax:** 404-417-0878  
**Feminist Women's Health Center**  
**Attn: Human Resources**  
**1924 Cliff Valley Way, NE**  
**Atlanta, GA 30329**

**\*\*To be considered for this position, please include in your cover letter which position you are interested in applying for and a personal statement outlining your position on being pro-choice and why you would like to work for the Feminist Women's Health Center.**

This position will work closely with admissions and other clinic staff, serving as the first line of contact for the clinic. Successful candidate will provide compassionate patient education regarding FWHC services, accurately schedule abortion and wellness appointments and handle multiple tasks effectively. May also be cross-trained as a Healthworker.

### **Responsibilities:**

- Perform client interpretation and advocacy.
- Answers clinic phones in a timely and professional manner.
- Assists clients with check-in and explains information contained in the authorization and consent forms required by all clients receiving services.
- Educates clients on all information necessary for understanding 1<sup>st</sup> and 2<sup>nd</sup> trimester abortions and wellness appointments.
- Reviews charts for completion and relevant medical histories and secures client/staff signatures where appropriate.
- Serves as a courteous, informed client advocate during phone and clinic interactions.
- Accurately discusses fees and funding sources.
- Verifies insurance information correctly and according to FWHC insurance policies.
- Maintains client confidentiality consistent with HIPAA regulations and FWHC policies.
- Understands and delivers services consistent with HB 197 and HB 147.

- Keeps abreast of new information in the area of compassionate health services.
- Performs other duties as assigned by the Admissions Supervisor, other managers and/or Flow Facilitator.

**Skills:**

- Is punctual and contributes to team development and positivity during long hours.
- Ability to provide information in a supportive and non-judgmental manner.
- Flexibility in handling multiple tasks and working in different areas.
- Ability to prioritize and perform tasks under pressure.
- Verbal and written communication skills.
- Ability to make judgment decisions within the scope of assigned task.
- Interpersonal skills, the ability to initiate and conduct two-way communication in a clear and concise manner.
- Ability to take direction and follow instructions.

**Requirements:**

- Pro-Choice
- Feminist, womanist or other similar viewpoints
- Interest in women's health
- Bilingual in Spanish

**Preferred Qualifications:**

- Bachelor's degree
- Previous office, healthcare or counseling experience
- Experience using NextGen software

*The Feminist Women's Health Center provides accessible, comprehensive gynecological healthcare to all who need it without judgment. As innovative healthcare leaders, we work collaboratively within our community and nationally to promote reproductive health, rights and justice. We advocate for wellness, uncensored health information and fair public policies by educating the larger community and empowering our clients to make their own decisions.*