

Director of Patient Services -Albuquerque, NM

Full-time, \$18 per hour starting pay

Benefits:

PTO

Health Insurance

Paid Parental Leave

To make our pregnancy medical clinics the first place women at-risk for abortion goes to and to provide exceptional life-affirming core services to patients while upholding best standards of care and practice to help all women and couples to make life-affirming decisions. The Director of Patient Services (DPS) will work with the Executives and Nurse Manager to gather and analyze patient needs and trends to improve upon existing patient materials and services. The DPS will be intentional, adaptive, and creative to ensure we are reaching all women in our community at-risk for abortion and providing exceptional care. The DPS will directly oversee the Patient Manager, and patient advocates., and will analyze and implement recruitment and training as needed for each position.

We provide professional services that are informed by our Catholic Faith. It is important to our culture that our spiritual lives are developed and nurtured in our daily work lives. Therefore, all members of our team participate in daily devotion and prayer, weekly adoration, special masses, and an annual retreat.

- *Within one year: determine and/or develop what services like parenting classes and basic case management will be offered.*
 - *First year: see large numbers of one- and two-time appointments for pregnancy tests and ultrasounds*
 - *600 positive PT and US*
 - *250 AM*
 - *250 AV*
 - *100 LTC*
 - *85% of patients making life-choices*
 - *Continue recruiting volunteers and employees*
- *Three year: recruit volunteers to match growing numbers of patients*
 - *Serve 1,000 at-risk patients for pregnancy testing, ultrasounds, STD/STI testing and treatment*
 - *See 75% of AM and AD, 25% AV and LTC*
 - *See 85% of pregnant women make life-affirming pregnancy decisions*
 - *With the Nurse Manager, establish Abortion pill reversal at both pregnancy medical clinics, more TBD.*
- *Five year: serve 1,800 patients*
 - *See 75% of AM and AD, 25% AV and LTC*
 - *See 85% of pregnant women make life-affirming pregnancy decisions*

- *Assess NMHU-LV and NMHU-Abq intern program for pregnancy medical clinics*

Competencies

- MUST abide by [Christian Code of Conduct](#)
- Empathy and compassion as it relates to generational poverty, trauma, and vulnerable populations; desire to help and make a difference
- Mission-oriented
- Upstanding morals and integrity
- Calm under pressure
- Organization and planning
- Assertiveness
- Resourceful, able to think on their feet
- Conflict resolution. Able to navigate difficult situations and people.
- Creative, possesses ingenuity
- Patient with people, self, and circumstances
- Ability to think critically and make important decisions
- Ability to lead and develop people. Coaches people in their current roles to improve performance, and prepares them for future roles.
- Flexibility/adaptability. Adjusts quickly to changing priorities and conditions. Copes effectively with complexity and change.
- Knowledgeable in all Office Products, google drive and its applications

Organization's Values

- Woman-centered
- Relevance
- Sacrificial Service
- Perseverance
- Faith

For more information, please email Dominique Davis at dominique@defendinglife.org