



Position Title:
Pregnancy Decision Line Bilingual Coach

Reports to: Pregnancy Decision Line Lead Coach

Salary/Hourly: Hourly

Direct Reports: None

Position Status: Part Time (Non-Medical)

Exempt/Non-Exempt: Non-exempt

Locations: Dallas, TX

Position Focus

Pregnancy Decision Line is Care Net's national real time Call Center for women and men considering abortion. A Pregnancy Decision Line (PDL) Coach is primarily focused on providing compassion, hope, and help to women and men facing unplanned pregnancies through pregnancy options coaching over the phone and electronic communication, including communication in Spanish for Bilingual callers. This position also includes client documentation and follow up. This is a part-time hourly position (29 hours/week to include one evening); as such, the schedule is set by the Pregnancy Decision Line Director.

Core Responsibilities

- Provide biblically based, compassionate, Christ-centered pregnancy coaching and Gospel conversations (as able) to callers.
- Provide effective connecting conversations that facilitate meaningful support and education to assist callers in making life affirming decisions.
- Provide education about pregnancy, fetal development, abortion procedures and risks to callers using medically referenced resources.
- Maintain a good working knowledge and remain up to date on all education tools, including but not limited to PDL Desk Reference Guide and PDL website.
- Remain up to date on PDL referral resources including, but not limited to: pregnancy centers and churches.
- Provide referrals for care and other support to callers, as indicated.
- Maintain effective and timely courtesy call follow-up, as permitted by caller.
 - This includes, but is not limited to, responding to caller communications (text, email, call back) the same day, or within 24 hours.

Additional Job Responsibilities

- Effectively complete all facets of the call including: provision of options coaching, referrals for further support and care, creation of the call record, data entry, and documentation of any courtesy call/text/email follow-up.
- Attend weekly PDL staff meetings and weekly one-on-one meetings with the supervisor.
- Attend morning devotions (remotely) with Care Net National staff as supervisor assigns.
- Assists other program staff members as directed by PDL Director.

- Other responsibilities as assigned by the PDL Director.

Conference and Other Events

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

Position Requirements

- Fluent in both English and Spanish.
- Possesses strong oral and written communication skills. Able to perform at a high level of competency of articulating thoughts clearly in both English and Spanish.
- Is a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Keeps Christ central in their 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

- 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.
- Excels 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.
- Minimum one year of experience as a volunteer or employee in some Pregnancy Center ministry capacity is preferred.

Preferred Qualifications

- College degree or job experience equivalent
- Familiarity with Microsoft Office, cloud-based databases, and a comfortability in learning new technology.

To apply:

Please send a cover letter, resume, and Care Net Employment Application to Angie Ivey, PDL Director, at aivey@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 your 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.