

Patient Manager- Santa Fe, NM Scorecard

Full Time

\$16 per hour

Benefits:

PTO

Supplemental Insurance

Paid Parental Leave

To provide exceptional life-affirming core services to clients while upholding best standards of care and practice in order for all women and couples to make life-affirming decisions. The Patient Manager will work with the Patient Services Director (PSD) and Executives to gather and analyze patient needs and trends to improve patient services. The Patient Manager, under the supervision of PSD, will evaluate and implement various marketing strategies to optimize the number of patients served in the clinic. The Patient Manager will also ensure the clinic is properly staffed for operations.

- *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*
 - *200 positive PT and US*
 - *25 negative tests*
 - *Recruit 1 volunteer to answer phones, 1 to sit in on US*
- *Three year: recruit volunteers to match growing numbers of clients*
 - *Establish NMHU-LV intern program*
 - *See 75% of AM and AD, 25% AV and LTC*
 - *See 85% of pregnant women make life-affirming pregnancy decisions*
- *Five year: see 1,800 clients so we'll need another building (at least for operations)*
 - *Work with Nurse Manager and Patient Services Director to establish STI/STD Testing and Treatment, abortion pill reversal, more TBD.*

Competencies

- 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

- Prayerful
- Conflict resolution
- Creative, possesses ingenuity
- Patient with people, self, and circumstances
- Perseverance
- Ability to 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
- Abides by [Christian Code of Conduct](#)

See next page.

Organization's Values

- Mission-driven
- Considerate
- Fairness
- Compassionate
- Casual professional
- Communicative
- Work/fun balance
- Independence, self-direction
- Prayer-centered
- Respect: no gossiping, addressing conflict in healthy ways
- Woman-centered

For more information, please email Abigail Avalos at abigail@defendinglife.org.