



CARE NET
PENINSULA

CLIENT ADVOCATE

POSITION DESCRIPTION

STATUS: Full Time

REPORTS TO: Clinic Director

OBJECTIVE OF POSITION:

The Client Advocate is on the front lines of local missions on the Peninsula. You'll be a peer counselor to women facing unplanned pregnancies. It's a challenging, rewarding, and incredibly important role. Client Advocates are compassionate, great listeners, and wise. You'll need to be the type of person who's comfortable even with extremely difficult conversations. More than anything, you'll need to be eager to speak and live out the Gospel, be unwavering in the truth, and exude lovingkindness to every woman you counsel.

ORGANIZATION MISSION:

Women think abortion is the only way out of an unplanned pregnancy. We provide the help and hope local women need to choose life for their baby.

KEY CHARACTERISTICS:

1. Passionate Christ Followers

Our faith in Jesus informs every action we take.

2. Unshakeable

We stand for life no matter what it costs.

3. Lovingkindness

We believe lovingkindness is a lifeline to pregnant women in crisis.

QUALIFICATIONS

REQUIRED

- Be a committed Christian with a consistent testimony and active in a local church.
- Exhibit strong commitment and dedication to the pro-life cause and sexual purity.
- Agree with and be willing to uphold Care Net Peninsula's Statements of Faith & Principles, Commitment of Care, Center Policies and Procedures, and Pledge of Confidentiality.
- Excellent skills in interpersonal communication and problem solving.
- Strong competency with Microsoft Office, other software programs and applications (apps).

PREFERRED

- Bachelor's degree, or an equivalent combination of education, experience and training in social work, communications or humanities.
- Prior experience in pregnancy center peer-counseling.
- Minimum two years experience in non-profits or ministry.

MAJOR DUTIES & RESPONSIBILITIES

1. CLIENT ADVOCACY

55%

- Provide crisis intervention support for each client in an atmosphere of warmth and compassion through listening and other helping skills.
- Respond to client calls, schedule client appointments in eKyros software, and look ahead at scheduling.
- Provide accurate information on the effects of abortion and Post Abortion Syndrome (PAS) and spiritual consequences.
- Provide information on parenting and adoption, as well as referrals.
- Follow all policies and procedures regarding intake, 24-hour Option line, and in-office duties.
- Offer support, material needs, and referrals appropriate to a client's situation.
- Look for teachable moments with a client in order to share the love of Jesus and His plan of salvation, as well as offering our Spiritual Mentorship Program.
- Follow-up with clients according to policies and guidelines of the center.
- Keep current on information in the pregnancy center referral systems.
- Maintain all client records as indicated in center policies and guidelines.

2. ADMINISTRATION/CLIENT SERVICE TEAM SUPPORT

40%

- Assist with coordination of client and volunteer scheduling.
- Support efforts to encourage, motivate, and recognize volunteers.
- Support intake, phone appointments, and in-office duties in the absence of staff/volunteers.
- Assist in the maintenance of our Resource Referral Manual.
- Follow up with weekly case reports.
- Maintain inventory of office/client forms, educational materials, and baby room.
- Assist with ensuring client services areas are clean, neat, and organized.
- Open and close the clinic, as needed (within office hours only).
- Perform any other tasks as requested by clinic leadership and Clinic Director.

3. TEAM DEVELOPMENT

5%

- Build and nurture pleasant relationships with all staff and volunteers.
- Exhibit a teachable spirit and humility.
- Demonstrate open and honest communication with staff following and signing Matthew 18:15 – Conflict Resolution policies.
- Demonstrate a willingness to serve in any area necessary. Attend and constructively participate in staff meetings.
- Attend and participate professionally in all fundraising events.
- Work to maintain a professional environment in the Center at all times.

EVALUATION

The Clinic Director will perform a written evaluation of the Client Advocate annually.