



## CLIENT ADVOCACY MANAGER POSITION DESCRIPTION

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*Part of Care Net Peninsula, this role operates under our client-facing medical clinic, Alcove Health*

### **OBJECTIVE OF POSITION:**

As Client Advocacy Manager, you'll walk alongside women facing unplanned pregnancies, offering Gospel-centered counsel rooted in truth and love. You'll lead a team of faith-filled staff and volunteers, equipping them to deliver excellent and compassionate care. From case management to scheduling to training, you'll keep operations running with purpose and precision. You must be steady in hard conversations, bold in conviction, and unwavering in your commitment to the Gospel. Above all, you'll reflect the mercy of Christ by bringing light to dark places and hope to hearts that need it most.

**REPORTS TO:** Clinic Director

**SUPERVISES:** Client Advocates, Clinic Admin Staff, and Non-Medical Volunteers

**HOURS & LOCATION:** 36 hours full-time at the Main Office at 11101 Warwick Blvd, Newport News, VA

**COMPENSATION:** Salary, Retirement and Health Benefits, Generous Vacation, Holidays (including a week off for Christmas).

### **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

- Committed Christian with a personal relationship with Jesus Christ
- Strong commitment to the pro-life position and sexual purity
- Agreement with the organization's Statement of Faith and policies
- Excellent interpersonal communication and problem-solving skills
- Strong leadership and management abilities
- Proficiency in Microsoft Office and relevant software/apps

### PREFERRED

- Bachelor's degree or equivalent experience in Christian ministry
- Two years' experience in nonprofit development or ministry
- Prior experience in pregnancy center peer counseling

## MAJOR DUTIES & RESPONSIBILITIES

### 1. CLIENT ADVOCACY

50%

- Provide crisis intervention support for each client in an atmosphere of warmth and compassion through active listening and other helping skills
- Provide accurate information on the effects of abortion (PAS) and spiritual consequences; information on parenting and adoption, as well as referrals.
- Look for teachable moments with a client to share the love of Jesus and His plan of salvation, as well as offering our inhouse Spiritual Mentorship Program.
- Respond to phone calls and schedule client appointments using our unique software platform (eKyros), as well as looking ahead at scheduling.
- Follow-up with clients according to policies, protocols of the clinic and privacy guidelines.
- Maintain all client records as indicated in center protocols, guidelines and policies.

### 2. ADMINISTRATION/CLIENT SERVICE TEAM SUPPORT

20%

- Assist Clinic Director in training new staff and volunteers
- Oversee baby room volunteers and scheduling as Clinic Liaison
- Strengthen and expand programs like LEAP and Church Mentorship, identifying training needs and increasing client participation

- Collaborate with the Client Relations Manager to enhance program impact
- Maintain and update training materials, office guidelines, and advocate protocols
- Contribute ideas and innovations to improve scheduling, phone services, and fatherhood initiatives

### 3. CLINIC OPERATIONS

20%

- Manage staff and client scheduling in eKyros alongside the Nurse Manager
- Support intake, phone appointments, and front desk duties in the absence of staff or volunteers
- Ensure client service areas are clean, organized, and welcoming
- Maintain inventory of office forms, educational materials, Bibles, tracts, and baby room supplies
- Collect and report relevant clinic data; follow up on weekly case reports
- Open and close the clinic as needed (flexible shifts)
- Perform other tasks as requested by the Clinic Director

### 4. OTHER

10%

- Participate in staff meetings, and clinic meetings as needed
- Provide support to the clinic director as needed

## EVALUATION

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