



CLIENT ADVOCATE

POSITION DESCRIPTION

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

Reports to: Clinic Director

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.

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
- Proficiency in Microsoft Office and relevant software/apps

QUALIFICATIONS - 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 active listening and other helping skills
- Respond to phone calls and schedule client appointments using our unique software platform (eKyros), as well as looking ahead at scheduling
- Provide accurate information on the effects of abortion and spiritual consequences
- Provide information on parenting and adoption, as well as referrals
- Follow all policies and procedures regarding patient intake, and in-office duties
- 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
- Follow-up with clients according to policies and guidelines of the clinic
- Maintain all client records as indicated in center policies and guidelines

2. ADMINISTRATION / CLIENT SERVICE TEAM SUPPORT

40%

- Support intake, phone appointments, and in-office duties in absence of staff/volunteers to include front desk.
- Assist in the maintenance of our Resource Referral Binder
- 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 clinic, as needed (flexible with shift work)
- Perform any other tasks as requested by clinic leadership and Clinic Director

3. TEAM DEVELOPMENT

5%

- Exhibit a teachable, humble spirit, and maintain a professional environment
- Demonstrate open and honest communication with staff following and signing Matthew 18:15 Conflict Resolution policy
- Demonstrate willingness to serve in any area necessary. Attending and constructively participating in staff meetings
- Attend and participate professionally in all fundraising events (out of hours occasionally).

THE CLINIC DIRECTOR WILL PERFORM A WRITTEN EVALUATION OF THE CLIENT ADVOCATE ANUALLY.