



CLIENT ADVOCATE

POSITION DESCRIPTION

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

Reports to: Client Advocacy 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 that 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 and 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 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 and monthly written blogs.
- Maintain inventory of office/client forms, educational materials & 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 Client Advocacy 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 policies.
- 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).

EVALUATION: THE CLIENT ADVOCACY DIRECTOR WILL PERFORM A WRITTEN EVALUATION OF THE CLIENT ADVOCATE ANNUALLY.