



**Job Title:** Client Advocate

**Reports Directly To:** Holland Center Director

**Supervises:** Volunteer Advocates

**Primary Objectives: To promote and provide excellent client care.** Responsible for providing options and information to expectant parents, including referrals to parenting support resources in the community. This position includes regular outreach to client referral sources as well as the provision of excellent counsel and encouragement to expectant parents. An ideal candidate will thrive in a high-touch environment, navigating new relationships every day, while operating within new contexts where they will need to improvise solutions based on position requirements and Positive Options best practices.

**ESSENTIAL JOB RESPONSIBILITIES:**

- Make prayer an integral part of the day-to-day operation of the center.
- Develop, cultivate and maintain a working relationship with agencies and organizations that refer clients to or accept referrals from Positive Options. Create partnerships with other organizations related to the needs of clients, as requested by the Center Director.
- Actively participate in the on-call phone rotation, responding to calls, texts and emails and providing an assessment of the potential client's needs and/or requests.
- Be able to schedule client appointments and answer the phone in the center as needed.
- Be willing to be cross-trained to step into the receptionist role as needed.
- Be willing to be cross-trained to conduct education appointments with clients as needed.
- Provide personal and transitional care to Positive Options Clients facing crisis due to unplanned pregnancy.
- Transition current clients (women, men and families) to center, church and community resources for ongoing support, discipleship, and continuing care.
- Provide pregnancy counseling to clients coming in for medical services.
- Provide supervision and support to volunteer client advocates.
- Maintain appropriate client records and other relevant documentation in a timely manner.
- Be willing to submit other reports and documentation as requested by the center director.
- Attend weekly meetings with your supervisor to consult on cases, to review case plans and provide direction.
- Communicate with satellite center directors regarding individual client needs, referrals, and/or service modifications, as needed.
- Attend Staff meetings and Center Services Meetings, and other meetings as requested.
- Attend pregnancy counseling training as needed and apply newly gained knowledge on the job.
- Be willing to participate in meetings or events outside of regular hours, on occasion, as needed.
- Stay abreast of all agency, federal, and state regulatory requirements related to social services.
- Supervise interns as requested by the Center Director.
- Complete other duties as assigned.

**Qualifications:**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Maintain and promote a lifestyle of sexual purity.
- Exhibit a strong commitment and dedication to the sanctity of all human life.
- Agree with and be willing to uphold the Mission, Vision, Core Values, Statement of Faith, Statement of Principles, and policies of Positive Options.
- Be in consistent fellowship at a local church.
- Prefer to hold a Bachelor's or Master's Degree in the field of social work or pastoral ministry.
- Bilingual in English/Spanish preferred.
- Possess the ability to manage several tasks at the same time.
- Skilled in interpersonal communication, some public speaking ability, and problem solving skills.
- Possess a thorough understanding of pregnancy care center ministry and administration, having experience in client counseling, follow-up, and support.
- Possess a good knowledge of human reproduction and conception, fetal development, abortion techniques, methods, and after effects, and the ability to effectively articulate these areas with a variety of audiences.
- Proficiency in both oral and written communications.
- Proficiency in computer skills, with ability to utilize Word, Excel, PowerPoint, Outlook, search engines, etc.
- Ability to establish and maintain cooperative working relationships.
- Ability to carry out responsibilities with little or no supervision.

**Personal and Professional Development:**

- Attend conferences, seminars and workshops as agreed upon by the Director of Operations.
- Attend Pregnancy Center Volunteer Training (once).
- Take quarterly restoration days.

**Physical Demands:**

- Ability to frequently use a computer and telephone.
- Ability to physically navigate both in and out of the office.
- Ability to drive and travel.

**Employment Status:**

Full-Time Non Exempt – 32 hours or more per week

I acknowledge that I have received a copy of this job description.

Signature \_\_\_\_\_

Name (Printed) \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

*(Copy to be given to the individual with the original kept in his or her personnel file.)*