

## Client Advocate Description

**Job Title:** Client Advocate

**Reports to:** Director of Operations and Client Care

**Classification:** Fulltime Exempt

**Pregnancy Aid Clinic Overview and Mission:** Pregnancy Aid Clinic is a faith-based non-profit medical clinic providing pregnancy and parenting support and advocacy for vulnerable women and families. Mission Statement: Operating with the Catholic belief in the sanctity of life, PAC compassionately delivers services and programs created to lift up women, men and families during moments of uncertainty or grief, through a journey designed to reveal their own dignity and claim their own future.

**JOB OVERVIEW:** Client Advocate provides client support and care in tandem with clinical and medical services. Responsibilities include client intake, options education, resource referral and advocacy with compassionate and non-judgmental care. Works closely with medical team. Administrative duties include intake appointment scheduling, data entry, follow up, and other support as needed to provide optimal care.

### ESSENTIAL DUTIES:

- Perform reception duties, check-in, and data entry into Cool Focus for clients
- Perform client advocacy, per training guidelines
- Provide appropriate referrals and resources to clients
- Collaborates with social service program coordinator to assist with case management
- Performs adequate and timely follow-up with clients
- Provides support for maintaining calendars and logs for maintenance activities
- Provide support to fund-raisers, health fairs, ministry fairs by providing Mobile Clinic tours and support at tables to include responding to questions regarding the mission of both Clinics
- Provide quality control of client data as requested or assigned
- Continuing education on issues relating to abortion, adoption, and parenting
- Comply with all clinical policies
- Perform any additional duties requested by supervisor

### Qualifications and Attributes

1. Bachelor's Degree required, preferably in social services or counseling.
2. Excellent oral and written communication skills. Bi-lingual a plus!
3. Excellent interpersonal skills

4. Self-starter with good judgment and integrity
5. Excellent administration and good organizational skills
6. Willingness and ability to serve clients and other Pregnancy Aid Clinic constituencies (including other staff, donors, vendors, etc.) in a way that honors Jesus Christ and supports and promotes Pregnancy Aid Clinic's life-affirming ministry.
7. Willingness and ability to demonstrate commitment to Pregnancy Aid Clinic mission in the execution of position responsibilities.
8. Expresses full agreement with PAC's Statement of Principle, Mission Statement, Articles of Incorporation, and By-laws.
9. Complies with the policies and procedures of PAC.
10. Is dependable, stable, and capable of following through on commitments.
11. Has a sincere desire to reach out to abortion-vulnerable and abortion-minded women.
12. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. (When a situation arises where a woman's life is at risk, the clinic advocates taking measures to preserve her life, hoping that the woman and her child can both be saved.)
13. Respects and understands the ethics of confidentiality.
14. Demonstrates a positive attitude and a willingness and awareness to meet the basic human needs of all clients, being particularly mindful of the dignity and worth of the person, irrespective of the client's race, religious practices, and cultural or moral beliefs.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions.

I have received a copy of this complete job description. I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.

Employee \_\_\_\_\_ Date \_\_\_\_\_  
(Signature)

Employer \_\_\_\_\_ Date \_\_\_\_\_  
(Signature)

Title \_\_\_\_\_