



POSITION DESCRIPTION CLIENT ADVOCATE

Status: Part-Time/Full-time
Reports to: Director of Client Services

OBJECTIVE OF POSITION:

The Client Advocate is responsible for providing peer counseling to women in unplanned pregnancy with mercy and compassion of Jesus Christ by offering practical assistance in both word and action. Responsible for timely update of client database for case management and support of the client services team to deliver highest standards of care.

ORGANIZATION MISSION:

We are a non-profit on a mission to bring practical help and hope in Jesus Christ to women facing pregnancy decisions. Care Net Peninsula (CNP) is a 501(c)(3) non-profit organization.

GUIDING PRACTICES:

Provide accurate information, extend grace and respect, show the love of Christ, serve through volunteers, pray.

OTHER EXPECTATIONS:

This is an exempt position that will primarily work in the center. Some adjusted days, evenings, and weekends may be required. As an employee, you exhibit a commitment to the volunteer model of CNP.

QUALIFICATIONS:

Required

1. Be a committed Christian with a consistent testimony and active in a local church.
2. Exhibit strong commitment and dedication to the pro-life cause and sexual purity
3. Agree with and be willing to uphold CNP's Statements of Faith & Principles, Commitment of Care, Center policies and procedures, and pledge of confidentiality
4. Excellent skills in interpersonal communication and problem solving
5. Demonstrated ability to relate compassionately and professionally with people facing difficult life situations
6. Strong competency with Microsoft Office, database and programs

Preferred

7. Bachelor's degree, or an equivalent combination of education, experience and training in social work, communications or humanities
8. Prior experience in pregnancy center peer-counseling
9. Minimum two years' experience in non-profits or ministry

MAJOR DUTIES & RESPONSIBILITIES:

1. Client Advocacy

- a. Provide crisis intervention support for each client in an atmosphere of warmth and compassion through listening and other helping skills
- b. Provide accurate information on the safety precautions and effects of abortion
- c. Provide referral information on parenting, adoption, and foster care
- d. Follow all policies and procedures regarding intake, helpline, and in-office duties
- e. Offer support, material resources, and referrals appropriate to a client's situation
- f. Look for teachable moments with a client in order to share the love of Jesus and His plan of salvation
- g. Follow-up with clients according to policies and guidelines of the center
- h. Respond to client calls and schedule client appointments in eKyros software
- i. Keep current on information in the pregnancy center referral systems
- j. Maintain all client records as indicated in center policies and guidelines

2. Administration/Client Service Team Support

- a. Assist with coordination of client and volunteer scheduling
- b. Support efforts to encourage, motivate, and recognize volunteers
- c. Support intake, helpline, and in-office duties in absence of staff/volunteers
- d. Maintain Client Intake Volunteer (CIV) Manual and Resource Referral Manual
- e. Support development of monthly/annual statistical reports
- f. Maintain inventory of office/client forms, educational materials, baby room
- g. Assist with ensuring client services areas are clean, neat and organized
- h. Open and close clinic, as needed
- i. Perform any other tasks as requested by Director of Client Services

3. Team Development

- a. Build and nurture pleasant relationships with all staff and volunteers.
- b. Exhibit a teachable spirit and humility.
- c. Exhibit positive influence and encouragement to all staff and volunteers.
- d. Demonstrate open and honest communication with staff.
- e. Demonstrate willingness to serve in any area necessary. Attend and constructively participate in staff meetings.
- f. Attend and participate professionally in all fundraising events.
- g. Work to maintain a professional environment in the Center at all times.

Evaluation: Director of Client Services performs a written evaluation of the Client Advocate annually.

ADDITIONAL DETAILS:

Office: Newport News, near City Center
Type: Part-Time, 18 hours per week/ Full-time, 36 hours per week
Recommended Part-time: \$10.75 - \$12.75 per hour (based on experience)
Compensation: Full-time: \$22,000 - \$26,000 annually (based on experience)
Benefits: Part-time: Paid holidays (per center policies)
Full-time: Paid vacation/personal leave/holidays & health benefits available
Work Days: Monday – Thursday 9:00A – 5:00P; Fridays 10:00A – 2:00P
Start Date: Immediate opening