

Client Advocate

Volunteer Job Description

Title: Client Advocate

Primary

Supervisor: Client Services Manager

Secondary

Supervisor: Nurse Manager, Executive Director

Description: Provides direct service to clients at South Texas Pregnancy Care Center.

Qualifications:

- ♦ Commitment to South Texas Pregnancy Care Center's Guiding Principles
- ♦ Solid commitment to pro-life and responsible sexual values
- ♦ Strong motivation to serve others in distress
- ♦ High School diploma or higher degree
- ♦ Clear background check (no history of violent or abusive incidents)
- ♦ Ability to work independently and cooperatively
- ♦ Excellent verbal and written communication skills (including the ability to listen with compassion)
- ♦ Successful completion of the LOVE Approach Training Program (presented by Client Services Manager)
- ♦ If post-abortive, successful completion of Surrendering the Secret, or other comparable post-abortive healing program

Duties:

- ♦ Maintain guidelines of South Texas Pregnancy Care Center Guiding Principles document.
- ♦ Work 80% of scheduled shifts. Notify Client Services Manager of scheduled absences at least two working days prior to absence.
- ♦ Participate in prayer time at the beginning of each shift.
- ♦ Conduct all aspects of client care sessions according to STPCC Policies & Procedures and the LOVE Approach training.
 1. Apply the steps of the LOVE Approach during each session with every client (L=Listen & Learn, O=Open Options, V=Vision & Values, E=Extend & Empower)
 2. Be prepared to discuss important topics with clients: abortion, adoption, parenting, fetal development, post-abortive healing, and sexual integrity.

3. Provide pregnancy tests and STI/STD tests according to STPCC Policies & Procedures and the LOVE Approach training.
 4. Provide and discuss appropriate literature with each client, according to their individual situation.
 5. Provide appropriate referrals to center services and community services to each client, according to their individual situation.
 6. Be prepared to share the gospel with clients and invite clients to accept Jesus as their Savior, as you feel led.
 7. Offer to pray with each client.
 8. Follow up with clients as appropriate.
 9. Complete all necessary paperwork correctly and during the shift worked.
- ♦ Attend 75% of quarterly Volunteer Lunch & Learn Trainings or other educational events (or make arrangements to receive the information individually).
 - ♦ Read new articles and literature in the Continuing Education Binder.
 - ♦ Offer feedback to Client Services Manager and other staff regarding client care and personnel issues, when applicable to volunteer service.
 - ♦ Perform other duties as requested by Client Services Manager or other staff.

Signature

Date

STPCC Representative Signature

Date

Executive Director
 Client Services Manager
 Nurse Manager
 Administrative Assistant

Updated October 2018