



CLIENT ADVOCATE

Volunteer Description

Proposed: February 16, 2018

Summary

The Client Advocate (CA) is responsible for counseling clients about the options of adoption, abortion, and parenting in order for them to make an informed decision about their pregnancy. They will provide literature and referrals that are relevant to the client's situation, but never for abortions. They will be a support person for clients and provide a loving, non-judgmental atmosphere in order to build trust with each client and be there for her during her time of crisis.

Even though CAs will have limited time to accomplish all that is required in *Options* Counseling sessions, any God-provided opportunity to share the Gospel should be the top priority and done in a manner that shows love, care, and respect for the client.

Due to the nature of this being a multifaceted ministry with limited staffing, volunteers may be asked to perform miscellaneous duties outside of this volunteer description as requested by PRC administrators.

Reports To

Immediate Supervisor: Client Services Manager (CSM)

Secondary Supervisor: Operations Manager (OM)

Tertiary Supervisor: Executive Director (ED)

Faith-Based Ministry Qualifications

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Be a consistent witness for Jesus Christ, possessing and demonstrating excellent integrity
- Exhibit spiritual maturity as defined by Biblical standards
- Demonstrate a courteous and Christ-like manner in all relationships
- Have a heart of compassion and caring toward the hurting; passionate about ministering life transformation in a life-affirming ministry setting
- Exhibit a strong commitment and dedication to the sanctity of human life
- Agree with and be able to uphold without reservation the *Statement of Faith, Statement of Principle, Statement of Mission & Vision* and the *Commitment at the Center*

Essential Duties & Responsibilities

- In a loving and appropriate manner seize upon God provided opportunities to share the Gospel
- Counsel clients in crisis to help them make an informed decision regarding their pregnancy
- Educate clients about other relevant PRC programs and provide them appropriate referral lists
- Educate about pregnancy, parenting, adoption, abortion, healthy relationships, abstinence, etc.
- Follow up with clients through phone calls
- Keep accurate records of client interactions and follow-up calls

Education and Experience

- High school diploma or equivalent
- Experience in crisis counseling (a plus but not required)
- Basic knowledge of medical terminology (a plus but not required)
- Helpful to be bilingual (but not necessary)

Key Competencies

- Ability to communicate verbally with confidence and clarity
- Ability to listen actively and respond with empathy
- Ability to follow instructions properly
- Ability to understand and respond to non-verbal signals
- Maintain a neat and well-groomed appearance
- Maintain confidentiality and show discretion
- Adhere to ministry policies and procedures
- Ability to remain calm under pressure
- Experience in information and time management
- Attention to detail
- Show initiative
- Problem solving
- Must be reliable
- Must be able to adapt quickly and easily

Work Environment / Physical Demands

Regularly required to sit; use hands to finger, handle or feel; reach with hands and arms and talk or hear. Regularly required to stand, walk, stoop, kneel, crouch or crawl. Must be able to lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.