



CLIENT RESOURCE ADVOCATE

Volunteer Position Description

Updated: April 26, 2018

Summary

The Client Resource Advocate (CR) is responsible for supervising and assisting clients shopping in the Clothesline Boutique, maintaining the neatness and orderliness of the store, and stocking as needed. They will create a loving, safe environment in which they get to know the clients as they help them shop.

Even though CRs will have limited time with each client, 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: Clothesline Coordinator (CC)

Secondary Supervisor: Client Services Manager (CSM)

Tertiary Supervisor: Operations Manager (OM)

Quaternary 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; be 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

- Assist clients in the Clothesline Boutique after they have finished their parenting class, showing them how to select clothing, toiletries and other items for themselves and their babies, while staying within their "Baby Bucks" budget.
- In a loving and appropriate manner seize upon God provided opportunities to share the Gospel
- Create a fun and loving atmosphere
- Ensure Clothesline Boutique guidelines are being followed by staff and clients
- Maintain accurate inventory control by checking items in and/or out correctly
- Restock the store as necessary

- Maintain the neatness and orderliness of Boutique area
- Assist the receptionist in putting together layettes

Education and Experience

- High school diploma or equivalent
- Retail experience helpful
- 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. Regularly required 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.