



Client and Family Advocate Position Description Akron Pregnancy Services - State Road

Position Title: Client and Family Advocate
Team: Client Services
Reports To: Client Services Director

Position Summary: To oversee the daily operations of the pregnancy resource center and work with clients

- Requirements
 - a. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
 - b. Be actively involved in a local church
 - c. Exhibit a strong commitment and dedication to the pro-life position and sexual purity
 - d. Agree with and be willing to uphold the Moral Agreement, Core Values, Statement of Faith, and policies of the center
 - e. Have a bachelor's degree, preferably in a related field, or commensurate experience in a nonprofit ministry environment
 - f. Have a working knowledge of Microsoft office suite.
 - g. Be comfortable learning Waycool, and other computer programs as needed
 - h. Work well with others all around the Pregnancy Support Network
 - i. Responsible for self-development and taking care of self
 - j. Neat appearance and pleasant attitude
 - k. Full Time 30-32 hours
- Duties and Responsibilities:
 - a. Answer phone calls in a calm, friendly, and welcoming manner; route calls appropriately
 - b. Schedule appointments in appropriate systems according to Akron Pregnancy Services guidelines and procedures
 - c. Greet clients
 - d. Instruct clients to read and complete initial forms
 - e. Send and respond to appointment reminder communications
 - f. Meet with clients; both one-on-one and in group settings
 - g. Maintain and review client files to assess proper and timely documentation by client advocates, communicate necessary changes



- h. Maintain personal caseload and follow up with clients regularly
 - i. Run client floor, maintaining a spiritual model of leadership
 - j. Maintain a clean and orderly environment for clients and volunteers
 - k. Follow written policies and procedures to ensure that clients have safe, effective and consistent visits
 - l. Keep available resources current, relevant, and well stocked. Communicate orders when low.
 - m. Attend staff meetings as required
 - n. Ensure client data is entered timely and accurately
 - o. Respond to digital inquiries in a timely manner
- Other Responsibilities:
 - a. Attend Volunteer Training Program
 - b. Attend volunteer in-service meetings as scheduled
 - c. Work with client advocates on cleaning of the center between clients and at the end of each shift
 - d. Inventory and order supplies
 - e. Maintain open communication and report monthly goals with Client Services Director
 - f. Provide support to volunteers with case management
 - g. Assist with the client advocate schedule and communicate needs and changes
 - h. Attend occasional conferences or seminars, as requested
 - i. Be willing to assist another location during sickness or personal need
 - j. Be available for additional responsibilities to assist other employees if time allows
 - k. Assist in events as needed
 - l. Report to Client Services Director regarding building concerns for maintenance
 - m. Participate in special events that benefit the ministry
 - n. Be available for public speaking, community and church events when requested
 - o. All other duties as assigned

Signature: _____

Date: _____