

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

Position Title: **Client and Family Advocate**
Team: **Client Services**
Reports To: **Lead Client and Family Advocate**

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. Part Time 10-20 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 Lead Client and Family Advocate
  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: _____