



Job Title: Advocate

Ministry Purpose: This position plays a significant role in achieving the religious mission of Positive Options and thus has a ministry purpose, and supports Positive Options' long-term vision of tripling the number of lives saved in 15 years, 5,000 lives by 2040.

Qualifications:

Code of Christian Conduct

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Maintain and promote a lifestyle of sexual purity.
- Exhibit a strong commitment and dedication to the sanctity of all human life from conception to natural death.
- Reinforce the humanity of the unborn child with clients, their guests, staff, volunteers and donors.
- Able to share the Gospel.
- Participate in prayer, devotions and worship as a team and as a full staff.
- Expresses a desire to reach men and women considering abortion with Biblical truth in love.
- Agree with and be willing to uphold the Mission, Vision, Core Values, Statement of Faith, Statement of Principles, and policies of Lakeshore Pregnancy Center.
- Be in consistent fellowship at a local church.

Education

- Hold a minimum of a Bachelor's Degree in a helping field or related experience equivalent.

Experience

- Possess or be willing to gain a thorough understanding of pregnancy care center ministry and administration.

Skills

- Demonstrate professional, organizational and leadership skills.
- Possess and exhibit expertise in interpersonal communication, public speaking, and problem solving.
- Possess a good knowledge of human reproduction and conception, fetal development, abortion techniques, methods, and after effects, and the ability to effectively articulate these areas with a variety of audiences.
- Proficiency in computer skills, with ability to utilize Word, Excel, PowerPoint, Outlook, and G-Suite.
- Proficiency in both verbal and written communications.
- Be dependable, stable and capable of committing to this position's responsibilities and duties.
- Ability to handle sensitive and confidential information with integrity and diplomacy.
- Ability to establish and maintain cooperative working relationships.
- Ability to carry out responsibilities with little or no supervision.

Preferred but not required

- Spanish-speaking preferred, but not required.

Reports to: Holland Center Director

Supervises: None

Time Commitment: 32 - 36 hours a week

Primary Objectives: To promote and provide excellent client care. Responsible for providing options and information to expectant parents, including referrals to parenting support resources in the community, as well as supporting families in our family support program. This position includes regular outreach to client referral sources as well as the provision of excellent counsel and encouragement to families. An ideal candidate will thrive in a high-touch environment, navigating new relationships every day, while operating within new contexts where they will need to improvise solutions based on position requirements and Positive Options best practices.

Responsibilities and Duties:

- Make prayer an integral part of daily operations.
- Develop, cultivate and maintain a working relationship with agencies and organizations that refer clients to or accept referrals from Positive Options. Create partnerships with other organizations related to the needs of clients, as requested by the Center Director.
- Actively responding to calls, texts and emails and providing an assessment of the potential client's needs and/or requests.
- Facilitate the Family Support Program of Positive Options.
- Be knowledgeable about education tools and platforms for interaction with clients.
- Be able to facilitate shopping appointments, curbside services and emergency visits including the needed paperwork.
- Contribute to following up with clients in a timely manner.
- Maintain resource database and materials for clients.
- Be able to schedule client appointments and answer the phone in the center as needed.
- Be willing to be cross-trained to step into the receptionist role as needed.
- Provide personal and transitional care to Positive Options Clients facing crisis due to unplanned pregnancy.
- Transition current clients (women, men and families) to center, church and community resources for ongoing support, discipleship, and continuing care.
- Provide pregnancy counseling to clients coming in for medical services.
- Provide support to volunteer client advocates.
- Maintain appropriate client records and other relevant documentation in a timely manner.
- Be willing to submit other reports and documentation as requested by the center director.
- Attend weekly meetings with your supervisor to consult on cases, to review case plans and provide direction.
- Communicate with satellite center directors regarding individual client needs, referrals, and/or service modifications, as needed.
- Attend Staff meetings, Center Services Meetings, and other meetings as requested.
- Attend training as needed and apply newly gained knowledge on the job.
- Be willing to participate in meetings or events outside of regular hours, on occasion, as needed.
- Stay abreast of agency, federal, and state regulatory requirements related to social services.
- Supervise interns as requested by the Center Director.
- Complete other duties as assigned.

Personal and Professional Development:

- Attend conferences, seminars, and workshops as agreed upon by the Executive Director.
- Complete trainings as assigned.
- Take quarterly restoration days. Restoration Days are days alone with God to seek His guidance and direction both personally and professionally.

Physical Demands:

- Ability to frequently use a computer and telephone.
- Ability to physically navigate both in and out of the office.
- Ability to drive and travel.
- Carry out the defined responsibilities and duties with or without accommodations.

I acknowledge that I have received a copy of this job description.

Signature _____

Name (Printed) _____ **Date** ____/____/____

(Copy to be given to the individual with the original kept in his or her personnel file.)