



Position: Patient Advocate, On-site

Classification: Fulltime, Exempt

Reports to: Director of Operations and Client Care

Mission Statement

Operating from the Catholic belief in the sanctity of life, PAC compassionately delivers services and programs created to lift up women, men and families during moments of uncertainty or grief through a journey designed to reveal their own dignity and claim their own future.

Summary and Objective

The Patient Advocate serves as the first point of compassionate, faith-based support for women facing unplanned pregnancies, through pregnancy and postpartum. In collaboration with the staff and client-facing team, the Patient Advocate provides nonjudgmental counseling on pregnancy options, connects clients to in-house educational programs, and external support services, and when appropriate, confers with the Male Advocate or refers clients to the Year of Hope Coordinator for financial assistance. The Patient Advocate ensures every woman and man feels loved, valued, and empowered to make life-affirming choices.

Essential Functions:

- Support the overall efforts of the Pregnancy Aid Clinic team, allowing for flexibility of tasks as dictated by the needs of the organization, with the possibility of rotating at all clinics
- Perform reception duties, answering phones, scheduling, check-in, and data entry into patient software
- Provide options counseling that aligns with PAC's pro-life mission, educating women on parenting, adoption, and life-affirming resources
- Act as chaperone for ultrasounds
- Coordinate referrals to medical services, housing, financial aid, counseling, or other supportive programs
- Provide information on in-house educational resources, classes, boutique bucks, other programs
- Follow up with patients and clients in a timely manner through phone calls or meetings to ensure ongoing support and connection to resources
- Assist with maintaining calendars and logs for maintenance
- Maintain accurate, confidential patient and client records, adhering to HIPAA compliance and PAC's confidentiality policies and procedures

- Participate in continuing education on issues relating to abortion, adoption, and parenting
- Comply with all clinical policies
- Assist clients shopping in the boutique
- Monitor and maintain adequate office supplies and patient and client brochures
- Perform additional duties as requested by supervisor

Other Qualifications/Requirements

- Bachelor's Degree required, preferably in social services or counseling
- Spanish bi-lingual preferred to assist Spanish speaking clients with translation of documents and communication
- Excellent interpersonal and communication skills, with a heart for serving families in crisis
- Proficiency in office software and electronic medical records (EMR) systems
- Self-starter with good judgment, integrity, and empathy
- Comply with the policies and procedures of PAC
- Possess a sincere desire to counsel abortion-vulnerable and abortion-minded women
- Adherence to the PAC's pro-life mission and willingness to sign the Statement of Purpose
- Availability to work occasional evenings or weekends
- Ability to work independently and with initiative as well as within a team
- Commitment to respect confidentiality and adhere to mandated HIPAA compliance
- Willingness and ability to serve PAC's constituencies (including other staff, donors, volunteers, clients, vendors, etc.) in a way that supports, promotes, and honors the PAC life affirming ministry
- Willingness and ability to demonstrate commitment to PAC's mission in the execution of position responsibilities
- Participate in team prayer, staff devotionals, and faith-based professional development

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, skills, abilities, and working conditions.

How to apply

Send your cover letter and resume to Cynthia Granger at cgranger@pregnancyaidclinic.org.