



Female Client Advocate

Job Description and Training Requirements

Title: Female Client Advocate Volunteer Position

Supervisor: Volunteer Coordinator

Description: Provides direct service to clients at Dakota Hope Clinic. Duties will be assigned by the Volunteer Coordinator, taking into consideration the Advocate's education, knowledge, experience, and skills.

Qualifications:

1. Exhibit strong interpersonal, communication, and listening skills and a friendly and approachable manner.
2. Solid commitment and dedication to pro-life values.
3. Strong motivation to serve others.
4. Is a practicing Christian and active in a local church.
5. Willing to sign Dakota Hope Clinic personal pledge to live and work in fidelity to the Dakota Hope Statement of Values, Faith Statement, and Commitment of Care and Competence.
6. Successfully complete Client Advocate Volunteer Orientation Checklist.
7. If post-abortive, completion of a post-abortion healing program as a participant.
8. Ability and commitment to keep information confidential.
9. Willing to discuss spiritual issues and pray with clients if they consent.
10. Pass a criminal background check and have good references.
11. Punctual and dependable.

Training Requirements:

1. Complete client advocate training in Bright Course.
2. Other training as required.
3. Preview any educational material/BrightCourse video you will use with clients.
4. Continuing education as required.

Preferred Qualifications:

1. Education and/or experience in a helping or teaching vocation.
2. Previous experience in a pregnancy center, with good recommendations.

Possible Client Advocate Duties:

1. Assist with Earn While You Learn program.
 - a. Either preview or watch DVD with client.
 - b. Go over worksheet and discuss information.
 - c. Take time to discuss any personal questions and concerns, referring any health related or medical questions, including on birth control, sexually transmitted infections, or infertility, to the nurse.
 - d. Award points and assist client to redeem points.
 - e. Schedule next appointment
2. Consult with clients on personal needs, support relationships and their relationship with God.
3. Communicate client information with Volunteer Coordinator and Nurses as necessary.
4. Maintain accurate records, complete necessary paperwork, and data entry for each client.
5. Assist in other tasks as requested by Volunteer Coordinator, Nurses, or Clinic Director.

Volunteer Printed Name

Volunteer Signature

Date

Supervisor Printed Name

Supervisor Signature

Date

Supervisor Title