



**Crisis Pregnancy
Center** OF TIDEWATER

Patient Advocate Job Description

Description/Purpose

The Patient Advocate serves to advance the mission, vision, and values of the Crisis Pregnancy Center of Tidewater (CPC). This individual will meet with patients one on one to provide education and information helping her during the time she is making her pregnancy decision. Patient Advocates are fully trained assuring that each patient is provided with care, compassion, confidentiality, integrity and excellence. The role of the Patient Advocate is to help fulfill CPC's mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. They will report to the Director of Patient Advocacy.

Responsibilities

The successful candidate will:

- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and patients
- Reinforce the humanity of the unborn child with patients, their guests, staff, volunteers, and others
- Be able to share the gospel of Jesus Christ with patients and supporters and pray with them as appropriate
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication
- Perform other duties as assigned, dependent on organizational needs and employee skills

Qualifications

Spiritual/Personal

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel
- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Mission, Statement of Principle, and Statement of Faith
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion
- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible

- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Embrace CPC's values and the behaviors that support those values

Professional

The successful candidate will:

- Meet with scheduled patients including walk-in appointments
- Complete Follow-Up phone calls with patients
- Complete data entry related to patient appointments
- Maintain a great attitude and flexibility in their schedule
- Exhibit strong written and oral communication skills
- Demonstrate the ability to manage priorities, and deadlines simultaneously
- Have the ability to excel in a fast-paced, changing, and challenging environment
- Be proficient in Microsoft Office products

Education/Experience

The successful candidate:

- Possess at least a BS/BA (or equivalent experience)
- Must be at least 21 years old

Schedule

The Patient Advocate position is a regular, Part-Time position. The position is not approved for remote working opportunities. This position requires completion of 8-10 weeks of classroom and individual training. The Patient Advocate must be available to work at any of the five locations during open hours (daytime, evening, Saturdays).

Compensation and Review

Compensation consists of a competitive wage dependent on the qualifications and experience of the successful candidate and their employment status (regular vs. temporary and/or full-time vs. part-time). Benefits may include:

- Health insurance
- Dental insurance
- Various Aflac plans
- Paid time off (holiday, vacation, and sick leave)
- 403(b) Retirement Plan

On a monthly and quarterly basis, the Patient Advocate may be given a performance review by the Director of Patient Advocacy or department leadership.

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