



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). The advocate will meet with the patient one-on-one, offering guidance and support as she navigates the pivotal first moments of learning her pregnancy news. Serving as an advocate for both the patient and her preborn child, the advocate will provide compassionate care, essential information, and access to resources—both during individual sessions and throughout the follow-up process. This individual will work with the Medical Staff, ensuring each patient is cared for with 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:

- Meet with the patient one-on-one.
- Provide thoughtful, skillful support to help the patient navigate her fears and concerns, while remaining focused on applying effective intervention strategies.
- Carefully assess and respond to the unique challenges the patient may experience when facing an unplanned or unwanted pregnancy.
- Explore resources the patient may need.
- Complete Follow-Up calls with the patient throughout her pregnancy.
- Demonstrate a willingness to adopt a mindset of continuous growth and development within the role, including but not limited to individual coaching and assessment.
- Complete data entry related to patient appointments.
- 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 preborn child with patients, their guests, staff, volunteers, and others.
- Demonstrate a proficient explanation of the gospel of Jesus Christ and commit to sharing it regularly with patients, including praying 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.

Professional

The successful candidate will:

- 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.
- Maintain a positive attitude and embrace flexibility in their scheduled shifts.

Education/Experience

The successful candidate will:

- Possess at least a BS/BA (or hold equivalent experience).

Qualifications

Spiritual/Personal

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel clearly and passionately.
- 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 high-intensity intervention work, both for the unborn and for the 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.
- Exhibit strong listening skills and demonstrate perseverance in difficult conversations.
- Demonstrate willingness to take initiative within the role and to be flexible to meet the needs of patients at all locations, as needed.
- Welcome opportunities to grow professionally as we seek to enhance strategies to reach our most vulnerable patients.
- Be self-motivated and well-ordered in their personal lives.
- Have a warm, gentle, and hospitable spirit for the family of CPC.
- Embrace CPC's values and the behaviors that support those values.

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 operating hours (daytime, evenings, 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
- And more!

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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