



Position Title: Client and Family Advocate, Education Specialist
Team: Client Services
Reports To: Client Services Director

- Requirements
 - a. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
 - b. Be actively involved in a local church
 - c. Exhibit a strong commitment and dedication to the pro-life position and sexual purity
 - d. Agree with and be willing to uphold the Moral Agreement, Core Values, Statement of Faith, and policies of the center
 - e. Work well with others all around the Pregnancy Support Network
 - f. Have a working knowledge of Microsoft office suite. Comfortable learning Waycool, and other computer programs as needed
 - g. Be able to provide spiritual leadership, discipleship, encouragement, and direction for the volunteers
 - h. Be able to carry out responsibilities with little or no supervision

- Duties and Responsibilities:
 - a. Take client appointments as needed
 - b. Assist in the audit of volunteer charting as needed
 - c. Follow written policies and procedures to ensure that clients have safe, effective and consistent visits
 - d. Provide CSD stories of clients that can be shared as encouragement to donors/board, etc.
 - e. Supervise class instructors and ensure adequate staffing for childcare needs
 - f. Plan yearly educational schedule with CSD and adjust as needed
 - g. Work to increase participation in all offered classes
 - h. Ensure accurate and timely data entry for class participants
 - i. Be able to administer all aspects of BrightCourse learning including sending out of classes, following up with phone calls to go over the classes, in house video review, recording of class attendance in Brightcourse, Waycool, and updating client data/files as needed



- j. Maintain clean and orderly set up, cleaning and organization of classrooms
- k. Help out with the receptionist desk and see clients on a regular basis
- Other Responsibilities:
 - a. Attend TPPC Staff meetings
 - b. Attend Client Services team meetings
 - c. Assist with client services events, like in-services, baby showers, volunteer appreciation, etc
 - d. Assist with the training process of new volunteers which may include presenting at volunteer training and shadowing
 - e. Maintain a working knowledge of community agencies, organizations and physicians
 - f. Participate in special events that benefit the ministry as requested
 - g. All other duties as assigned.

Signature: _____

Date: _____

