



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: _____