Job Description

Client Advocate

Hours: Varies by Location
Reports to: Nurse Manager
Revised: February 2026

Job Summary

The Client Advocate role acts as the first service provider for clients during their initial visit. This role requires a unique combination of trust-building, relationship development, strong assessment and discernment skills. They work under the supervision of the Nurse Manager and within Resource Health culture.

Job Requirements

- Agrees with the Mission, Vision, and Belief Statements of Resource Health
- Exhibits a mature relationship with Jesus Christ as our Lord and Savior
- Pro-life in practice and belief with a consistent life-affirming philosophy and a desire to reach abortion-vulnerable and abortion-minded women
- Well established member of a like-minded church with pastoral support
- Has a heart for sharing the Gospel, discipling others, and spiritual discernment to minister Jesus to clients
- Ability to work autonomously and be self-directed in the implementation of job duties
- Demonstrates proficiency in interpersonal communication
- Ability to show compassion towards all clients
- Team player who shows a willingness to work in collaboration with client services staff to deliver exceptional client care and meet the needs of the client.
- Willingness to be flexible and adapt to changes and restructuring of position as directed by the Nurse Manager and/or Chief Nursing Officer
- Perform other job-related duties as directed by the Nurse Manager and/or Chief Nursing Officer
- Proficient in the use of Microsoft Word, Excel, Outlook, and various web-based software
- Technology proficient
- Must be teachable within the structure of a team environment
- Willingness to cross train in other Client Services positions
- Completion of Resource Health Training

Job Requirements

- Holds current CPR certification or willingness to become certified and stay certified throughout employment
- Must be 21 years of age or older

General Responsibilities

- Consultation and assessment of risk factors for female clients interested in our services
- Assesses and evaluates client needs for appropriate Resource Health services
- Collaborates with other Client Service departments for necessary appointments
- Offers community resources as needed
- Accurately document client activity in database
- Administers pregnancy test as needed and in collaboration with nurse.
- Willing to drive and work at varied assigned locations to cover front desk and/or advocate position as needed.
- All other duties as assigned by supervisor
- Able to lift 30 lbs

Staff Development

- Completes annual performance review with supervisor
- Completes bi-annual CPR certification
- Completes HIPAA training biannually
- Completes OSHA training annually
- Completes mandated reporter training annually
- Attends quarterly all staff meetings
- Participate in staff training and in-services