



### **Job Description**

#### **Client Services Specialist**

Female Advocate

**Hours:** Varies by Location

**Reports to:** Nurse Manager

**Revised:** March 2024

### **Job Summary**

The Client Advocate role acts as the first service provider for clients during their initial visit. This role uniquely requires the ability to build trust and relationships along with 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
- 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
- All other duties as assigned by supervisor
- Willing to drive and work at varied assigned locations as needed
- Able to lift 30 lbs

### **Staff Development**

- Completes annual performance review with supervisor
- Completes bi-annual CPR certification
- Completes annual HIPAA training
- Attends quarterly all staff meetings
- Participates in staff training and in-services