

PATIENT ADVOCATE

Position Summary: In cooperation and coordination with the Executive Director, Nurse Manager and Patient Advocate Manager; the Part-Time Patient Advocate assists with all patient services, programs, and related policies and procedures in our mission to serve the abortion-minded woman. The Part-Time Patient Advocate will maintain a respectful, helpful, working relationship with all Options for Women St. Croix Valley (OFWSCV) staff, volunteers and patients.

Time Commitment: Part-time, non-exempt position, Monday thru Friday and some Saturdays if needed.

Supervision: Patient Advocate Manager

Essential Functions: Serves patients requesting pregnancy medical services or access to wrap-around services following established policies, procedures, and protocols of OFWSCV. Complies with the OFWSCV Employee Handbook and all laws, rules, regulations, standards and best practices appropriate to the position. Maintains a respectful, helpful, working relationship with all staff, volunteers, board members and the Medical Director.

1. Advocate Role in Medical Appointments
 - a. Adhere to established policies and procedures for pregnancy testing appointments, including presenting information neutrally on all pregnancy options to abortion-minded women. Following Focus SperaVita Scripts (once trained)
 - b. Interact with patients in a non-judgmental manner, understanding the importance for patients to feel safe and secure.
 - c. Collaborate with medical staff to provide consistent patient care during appointments. Refrains from offering any medical advice to patients.
 - d. Always respect and maintain confidentiality at all times.
2. Scheduling Line Role
 - a. Follow appropriate script when scheduling appointments for abortion-minded women.
 - b. Document all patient contacts properly.
 - c. Utilize electronic scheduler effectively and communicate with patients via email and electronic messaging service.
 - d. Demonstrate strong communication skills and phone etiquette.
3. Receptionist Role
 - a. Greet patients and their guests professionally and hospitably.
 - b. Update electronic scheduler as needed and notify staff of the day's appointments.
 - c. Maintain cleanliness and organization skills.
 - d. Assist other staff in miscellaneous tasks as needed.
4. Wrap-around Services Role
 - a. Accompany clients seeking material assistance from our donation center.
 - b. Coordinate housing assistance and referrals to local resources.

- c. Complete miscellaneous tasks pertaining to general operations.

Non-Essential Functions:

1. Communicates as needed with Advocate Manager and as needed with Executive Director and meets regularly to evaluate and manage policies, procedures, and/or patient services.
2. Assists Executive Director in fundraising and marketing duties as necessary.
3. Networks with other pro-life patient advocates and attends appropriate local pro-life meetings or conferences if possible.
4. Networks with other social service agencies.
5. Other duties as assigned.

Qualifications:

1. **Agreement with our Values and Approach:** Commitment to carrying out the pro-life Mission, Values and Vision of OFWSCV. In particular, no abortion referrals and no contraceptives dispensed or advocated. Must exhibit a strong commitment and dedication to the sanctity of all human life. Must agree with and be willing to uphold the Mission Statement, and all OFWSCV Policies and Procedures.
2. **Professional:** Possesses basic computer skills and strong interpersonal, organizational and communication skills.
3. **Education:** Bachelor's degree or its equivalent and/or related experience preferred, minimum of high school diploma required. Preferred: social services, family services, and/or previous non-profit education and/or experience.
4. **Personal:** Able to empathize with those in distress, give practical assistance and possess active listening skills. The ability to occasionally lift up to 20 pounds.
5. **Relational:** Ability to work as a team member and to accept responsibility. Ability to act independently and to seek consultation when needed.

Training:

OFWSCV will provide the following on an initial and on-going basis (as needed):

1. Orientation to OFWSCV and on-the-job training.
2. Training and materials necessary to serve as a Patient Advocate for roles listed above.
3. Training and materials regarding all OFWSCV Medical Services, Wrap-around Services, and Policies and Procedures.

Location: Options for Women St. Croix Valley (and occasional off-site meetings, appointments or events as applicable).

