

Patient Advocate Job Description

Under the direction of the Patient Resources Manager, the Patient Advocate provides logistical and spiritual leadership to an Advocacy Team that provides peace of mind to women facing the possibility of an unplanned pregnancy while also empowering each patient with critical life-saving information via relational support.

Qualifications:

- Relational
- A mature Christian with a strong relationship with Jesus
- Willing to develop leadership skills
- Be the team leader for her shift, supervising the logistics of patients' appointments
- Facilitate smooth flow between Patient Resources and Medical Services
- Agrees with TCLC's Mission, Statement of Faith and Statement of Principles
- Dependable, stable and capable of following through on commitments
- Sincere desire to reach out to women and their families in unplanned pregnancies especially the abortion-vulnerable and abortion-minded patient
- Conduct appointment using 15-step process and script.
- Good oral communication skills
- Good written communication skills
- Good organizational skills

Responsibilities:

- Pray with the team concerning patients of the day
- Complete all steps in Advocate Training which includes shadowing an trained Advocate for several weeks
- Advocate for her patient while overseeing the process of the patient's appointment
- Commitment to follow the advocate script with every patient, communicating to the Patient Resources Manager every time the script and/or process is not followed, as needed.
- Communicate any patient flow issues to the Patient Resources Manager.
- Attend quarterly training/departmental meetings.

Availability:

- One day per week (6 hours) up to four days per week (24 hours)