

## CLIENT ADVOCATE

### Purpose

The Client Advocate offers Christ-centered support to women navigating pregnancy decisions by providing compassionate conversation, practical resources, and spiritual guidance. This role begins after the nurse completes the medical assessment and continues through ongoing relational care. Advocates use Care Net's *Compassion, Hope, and Help* model while praying with clients and walking them through the Gospel using Hope's approved guidance and tracks.

Client Advocates work closely with the Nursing Team, Center Director, and Client Care Coordinator to ensure a seamless, excellent experience for every woman who comes through our doors.

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### Key Responsibilities

#### Client Care & Advocacy

- Build warm, trusting, and respectful relationships with clients from all backgrounds.
- Provide trauma-informed support that recognizes the emotional, spiritual, and relational weight of pregnancy decisions.
- Approach clients considering abortion, adoption, or parenting with deep compassion, sensitivity, and non-judgment.
- Support women with past abortion experiences with empathy, confidentiality, and a grace-filled posture.
- Provide biblically grounded care using Care Net's *Compassion, Hope, and Help* approach.
- Pray with clients when welcomed and guide Gospel conversations using approved Hope Pregnancy Centers materials.
- Equip clients with clear next steps: classes, referrals, material resources, and ongoing support.
- Create a peaceful, welcoming environment that honors the dignity of each client.

#### Personalized Follow-Up & Digital Care Pathways

- Provide personalized follow-up for each client using the eKyros portal and related systems.
- Track appointments, referrals, class sign-ups, and ongoing care engagement within eKyros.
- Send appropriate follow-up messages, reminders, and resource connections based on each client's unique situation.
- Maintain timely and accurate digital records to support continuity of care.
- Use digital tools (eKyros, HOPE Sync, BrightCourse) to deepen client relationships and reduce paperwork.

## **Seamless Care with Nursing Team**

- Begin advocacy immediately after the nurse completes her assessment.
- Communicate clearly and respectfully with the nurse about client needs and next steps.
- Reinforce medical information within appropriate boundaries, avoiding medical advice.
- Help ensure that appointments flow smoothly and support the nurse-first model at every stage.

## **Collaboration with Center Director & Client Care Coordinator**

- Support the Center Director in maintaining a calm, organized center where clients feel safe and welcome.
- Work in tandem with the Client Care Coordinator to ensure digital intake and follow-up processes remain accurate and consistent.
- Participate in reducing paperwork by transitioning older files into digital systems as needed.
- Assist in keeping the center prepared: tidy rooms, stocked materials, updated resources, and hospitality touches.

## **Ministry Leadership & Volunteer Support**

- Lead through character, warmth, and Christ-centered service, modeling maturity for volunteers and fellow staff.
- Provide guidance, encouragement, and training to volunteers assisting with client care.
- Participate actively in team prayer, devotionals, and ministry culture-building.

## **Confidentiality & Ethics**

- Maintain strict confidentiality regarding all client information and internal operations.
- Uphold Hope's standards for digital and physical information handling with zero exceptions.
- Demonstrate integrity, discernment, and kindness in every interaction, especially regarding highly sensitive decisions and histories.

## **Ongoing Training & Professional Development**

- Participate in regular training to strengthen client care skills, trauma-informed communication, Gospel clarity, and Care Net standards.
- Engage in ongoing development related to pregnancy decision coaching, post-abortive care, and digital workflow proficiency.
- Remain open to feedback and committed to growth as Hope centers continually refine and improve processes.

## Qualifications

- A growing, active walk with Christ and alignment with Hope Pregnancy Centers' mission and values.
- Comfort and clarity in sharing the Gospel through approved materials when welcomed by clients.
- Strong trauma-informed listening skills and the ability to hold space for clients processing fear, grief, shame, crisis, or uncertainty.
- Compassion and sensitivity toward women considering abortion, adoption, or parenting, and those with past abortion experiences.
- Digital competency and willingness to learn new systems (eKyros, HOPE Sync, BrightCourse, digital intake tools).
- Ability to remain calm, organized, and hospitable in a fast-paced ministry environment.
- Experience in ministry, social services, counseling, client advocacy, or human services preferred but not required.
- High level of discretion and maturity.

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## Reporting Structure

- Reports to: **Center Director**
- Works closely with: **Nursing Team, Client Care Coordinator, other Client Advocates**
- Provides leadership to: **Volunteers involved in client care**

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## Role Summary

The Client Advocate is a steady, Christ-centered presence for women navigating complex pregnancy decisions. Through trauma-informed care, Gospel-centered hope, personalized digital follow-up, and strong collaboration with the medical and center teams, this role ensures every woman experiences Real Help and Real Hope.