



Bilingual Client Advocate (Spanish/English)

JOB DESCRIPTION

Department: Client Services

Reports to: Family Services Manager

FLSA Classification: Non-Exempt

Status: Full-time

Preferred Hours:

Tue 11:30-7:30 or 8:30-4:30

Wed 8:30-4:30

Thur 11:30-7:30 or 8:30-4:30

Fri 8:30-4:30

Saturday 8:30-1:30

**One evening is required, however applicant will have the flexibility to choose which evening shift they desire. Additionally, if the applicant would like 40 hours, can work 8:30-7:30 on either Tue or Thurs.*

Job Summary:

The Bilingual Client Advocate will engage with our Spanish speaking patients ensuring that language barriers do not impede access to our medical services. Additionally, through facilitating one-on-one and group educational sessions, you will mentor Spanish and English-speaking moms throughout their pregnancy and beyond.

Qualifications:

1. Fluency in Spanish and English (written and verbal).
2. Ability to provide support and guidance to clients and patients from various backgrounds.
3. Strong organizational, problem-solving, and administrative skills, as well as being dependable and punctual.
4. Strong commitment to the sanctity of human life and biblical sexual ethics.
5. Personal relationship with Jesus Christ and accountable to a local bible believing church.
6. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization, and is committed to the Ministry of Choices.

Responsibilities:

1. Provide support, guidance, and education to both English speaking and Spanish speaking individuals and families navigating a pregnancy decision.
2. Discuss pregnancy options clearly and compassionately and without judgment.
3. Assist in translation for medical appointments with English speaking staff.
4. Follow up with patients as assigned.

5. Facilitate mentoring sessions and group parenting classes for Spanish speaking moms.
6. Assess client areas of need and provide referrals and resources, encourage spiritual growth, and assist in goal setting.
7. Provide administrative support such as copying, filing, charting, answering phones, texts and emails while maintaining confidentiality of client and patient information.
8. Collaborate with our team in growing, developing and implementing culturally sensitive programs and services.
9. Responsible for opening/closing the center as assigned.
10. Assist with other duties as assigned.

Other Staff Duties:

As requested by the Executive Director, Client Services Director, or your supervisor:

1. Attend staff meetings
2. Attend ongoing training and conferences (may require travel).
3. Attend Choices events and other events as needed and participate in representation to churches and community organizations.
4. Take an active role in the organization's network strategy, including hosting a table at the annual Choices Fundraising Banquet and participating in the Walk for Life.
5. Commit to being an active learner, staying educated about life issues and as well as professional development.