

Lead Patient Services Advocate Job Description

Position Summary: The Lead Patient Services Advocate is responsible for consultations with RealOptions patients. Through intervention, the Lead Advocate provides accurate information on all options available to women, men, and families facing unplanned pregnancy. Respect, encouragement, and honesty are key attributes of this position.

Qualifications

- A. Has knowledge of scripture pertaining to the sanctity of human life, forgiveness and salvation.
- B. Has advanced knowledge of pregnancy, fetal development, abortion risks and procedures, and adoption.
- C. Has completed the *Discover RealOptions* class as well as on-the-job training.
- D. Respects and maintains confidentiality.
- E. Has a sincere desire to reach out to women and their families in unplanned pregnancies, especially the abortion-vulnerable and abortion-minded.
- F. Spanish speaking is a plus.

Duties

1. Providing intervention consultations for patients facing unplanned pregnancy in an atmosphere of warmth and love.
2. Providing accurate, truthful information on each available option of pregnancy as delineated in the Policies and Procedures.
3. Encourage return consultation sessions with the patient's parents if needed and/or boyfriend/husband whenever possible. Refers men to a male Patient Advocate.
4. Makes appropriate referrals including a clinic or doctor referral for every patient as needed.
5. Provides patients with timely, thorough follow-up.