

CLIENT ADVOCATE



TIER:

Lima & Ottawa

Open to women or men

Continuing Education required

Requires 8 hours per month minimum

Reports to Client Services Director

OVERVIEW

This is a great role for those who seek to mentor new or expecting parents, one-on-one. You will be a listening ear, provide support and encouragement, and share the gospel with our clients in a private and personal setting.

REQUIREMENTS

- Application & Interview
- Understand and agree to Commitment of Care and Competence and the Statement of Faith
- Shadow experienced advocates minimum 8 hrs
- Complete a BCI/FBI background check
- Legal Training & BrightCourse training
- Complete any specialized or update trainings as required (usually 2 per year)

DAILY DUTIES

- Schedule your availability 3-4 weeks in advance.
- Arrive early to prepare your materials.
- Greet and treat your clients in a friendly but professional manner.
- Assist clients with shopping in boutique.
- Award and subtract points while following earning requirements, points limits, and shopping limits.
- Lovingly challenge clients to improve their skills, education, patience, prayer-life, parenting, home, health, relationships, behavior, and faith.
- Monitor behavior of children and ask parents to correct/contain them when necessary.
- Keep classrooms and work areas neat and clean.

IDEAL CANDIDATES

- Work independently most of the time, but collaborate as a team during trainings.
- Understand the importance of adhering to safety and legal policies.
- Present Christ in a loving and kind way, as often and as deep as the client welcomes.
- Respect clients whose beliefs or behaviors may not agree with ours, while still modeling Christ-like love and Christian values to them.
- Have the ability to politely handle challenging or personal conversations, unruly children, and disagreeable clients or companions.
- Be comfortable holding clients accountable, using disciplinary actions when necessary (penalizing no-shows, reporting suspicion or witness of abuse or neglect, not awarding extra points without merit etc)
- Willingness to collaborate with Client Services Director to provide additional referrals or services.
- All curriculum is pre-built, vetted for Christian content, and only requires facilitation, not instruction on the topic.

SKILLS & GIFTS

Faithful Christian Values ●●●●●

Kindness and Compassion ●●●●●

Technology and Software ●●●●●

Active Listening ●●●●●

Administrative Tasks ●●●●●

Medical Training ●●●●●

Heartbeat International COMMITMENT OF CARE & COMPETENCE



- Clients are served without regard to age, race, income, nationality, religious affiliation, disability or other arbitrary circumstances.
- Clients are treated with kindness, compassion and in a caring manner.
- Clients always receive honest and open answers.
- Client pregnancy tests are distributed and administered in accordance with all applicable laws.
- Client information is held in strict and absolute confidence. Releases and permissions are obtained appropriately. Client information is only disclosed as required by law and when necessary to protect the client or others against imminent harm.
- Clients receive accurate information about pregnancy, fetal development, lifestyle issues, and related concerns.
- We do not offer, recommend or refer for abortions, abortifacients or contraceptives. We are committed to offering accurate information about related risks and procedures.
- All of our advertising and communication are truthful and honest and accurately describe the services we offer.
- We provide a safe environment by screening all volunteers and staff interacting with clients.
- We are governed by a board of directors and operate in accordance with our articles of incorporation, by-laws, and stated purpose and mission.
- We comply with applicable legal and regulatory requirements regarding employment, fundraising, financial management, taxation, and public disclosure, including the filing of all applicable government reports in a timely manner.
- Medical services are provided in accordance with all applicable laws, and in accordance with pertinent medical standards, under the supervision and direction of a licensed physician.
- All of our staff, board members, and volunteers receive appropriate training to uphold these standards.



Heartbeat of Lima Inc. STATEMENT OF FAITH

We believe the Bible to be the inspired, infallible, authoritative Word of God. We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit. We believe in our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory. We believe that for the salvation of lost and sinful humanity, regeneration by the Holy Spirit through faith in Jesus Christ is absolutely essential. We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life. We believe in the spiritual unity of believers in our Lord Jesus Christ.

Some have asked if our organization follows a specific doctrinal perspective. In keeping with the interdenominational nature of our organization, we make a deliberate effort to avoid emphasizing any particular theological interpretation. Our mandate is to concentrate on the basic tenets of the faith that C.S. Lewis would call, "mere Christianity."

The Statement of Faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning the truth, morality, and the proper conduct of mankind, is the authoritative source of all that we believe.

I agree with, and promise to uphold, the Commitment of Care & Competence and Statement of Faith when representing Heartbeat of Lima Inc. and in my day-to-day life as a Life-Affirming Christian.

Representative Signature _____

Representative Printed Name _____

Date _____