



Job Title: Client Advocate

Reports to: Client Services Director

Objective of position: *To reach out to women and families in need with the mercy and compassion of Jesus Christ by offering practical assistance in both word and action.*

Qualifications:

1. A commitment to Jesus Christ as Lord and Savior.
2. Faithful attendance in a local church.
3. Full agreement with The Crossing's Statement of Faith and Statement of Principle.
4. Dependable, stable, and capable of following through on commitments.
5. A sincere desire to reach out with the love of Jesus to people in distress.
6. A basic understanding of human nature.
7. An ability to recognize extra-/biblical values and not allow them to become a barrier in relating to a client.
8. The ability to adjust to a client's pace of progress and growth.
9. Knowledge of scripture, especially pertaining to the sanctity of human life, forgiveness, and salvation.
10. Ability to respect confidentiality.
11. Completion of The Crossing volunteer On-Board Training.
12. Willingness to attend volunteer meetings.

Training and Supervision – The Crossing will provide the following:

1. Volunteer training prior to becoming a volunteer.
2. Volunteer on-the-job orientation prior to volunteering.
3. Volunteer meetings as scheduled which will provide the opportunity to:
 - Pray and fellowship with other volunteers
 - Participate in trainings to increase expertise as a volunteer.
 - Provide input
4. Consultation with the Client Services Director concerning hard cases.
5. Prayer support from The Crossing prayer warriors, director, staff, and board.
6. Materials and supplies appropriate for use with each client.
7. Further education via the Earn While You Learn Curriculum
8. Volunteer evaluation will take place at three months, six months, and 12 months and annually thereafter.

Time Commitment:

1. A commitment of at least **one year**, three-four hours per week. Some variations on time may be negotiated with the Client Services Director.
2. Staff meetings: Attend volunteer meetings as scheduled. (Volunteer training and four volunteer In-Service per year).

Responsibilities:

1. To pray before each shift to allow the Holy Spirit to be in control. “**Not by might, nor by power, but by my Spirit, says the Lord of Hosts.**” Zechariah 4:6
2. To provide support for each client in an atmosphere of warmth and compassion through listening and other helping skills.
3. To provide accurate information and education on pregnancy, parenting, relationships and life skills.
4. To follow all policies and procedures regarding volunteering and office follow-through.
5. To offer appropriate information, material resources and referrals, according to the client’s need.
6. To look for teachable moments with a client in order to share the love of Jesus and His plan for salvation.
7. To record all client contacts on the Client Visit Entry Worksheet, leaving in client folder for data entry.
8. To write factual, non-judgmental notes in the Clients file after each visit.