

Staff Advocate

TITLE: Staff Advocate

REPORTS TO: Advocacy Coordinator

SUPERVISES: N/A

RANKING: Non-Exempt/Hourly

GENERAL FUNCTIONS AND RESPONSIBILITIES

OBJECTIVES OF THE POSITION: The Staff Advocate works with the Advocacy Coordinator primarily to serve clients in the center and to educate the community about relationships and sexual health through Palouse Care Network, Inc. and WISH Medical. Major duties involve seeing clients, offering resources and referrals, educating individuals and groups, and public speaking. The Staff Advocate may also offer oversight and training for Volunteer Advocates and Campus Interns. They should engage others with humility, priority, quality, congruity and integrity as well.

SPECIFIC FUNCTIONS

- Client Care
 - Provide resources and education to clients
 - Provide ongoing education to clients as needed
 - Ensure ongoing client care quality by observing Advocacy Coordinator and Volunteer Advocates on a regular basis and providing interaction/feedback/debriefing after client visit
 - Address complaints from client care, i.e., follow up with client, Advocate, Advocacy Coordinator
- Community and Campus Education
 - Willing to contribute to building a Campus Advocacy program
 - Public speaking to groups with anywhere from 10-75 students
 - Able to meet student groups and offer education and services
- Training
 - Shadow Advocacy Coordinator, Volunteer Advocates, and Campus Interns
 - Role play different client situations with the Advocacy Team
 - Individual training and support for Volunteer Advocates and Campus Interns (answer questions/concerns/provide encouragement as needed, be available for difficult/unique/legally challenging clients)
- Personal Development
 - Continue training as stated in the Policies & Procedures Manual, Personnel Manual or at the direction of the Advocacy Coordinator

COMPETENCY & SKILL REQUIREMENTS

- Be a committed Christian, demonstrating a growing personal relationship with Jesus Christ.
- Have a Bachelor's or Master's degree in a helping field preferred, or related experience equivalent.
- Be self-motivated, dependable, and responsible.
- Be highly relational in individual and group settings.
- Be skilled and confident in public speaking.
- Clearly communicate expectations and objectives.
- Have strong written and verbal communication skills.
- Offer compassion in different situations.
- Exhibit strong commitment and dedication to the sanctity of all human life.
- Agree with and uphold Statement of Faith, Statement of Principle, and Center policies.
- Able to use Microsoft Office proficiently and willing to learn other technological/administrative duties.

PERFORMANCE STANDARDS

- Understands and complies with existing PCN mission, vision, and policies and procedures.
- Oriented for anticipating and solving problems under their control prior to any adverse impact on the ministry.
- Participates within team structure at a responsible level.
- Ability to work independently, in team-thinking, and in all center environments.
- Strong interpersonal skills including ability to effectively present insights and provide recommendations persuasively, excellent listening skills, compassionate support skills.
- Strong written and verbal communication skills