

## Bilingual Patient Advocate - Job Description

**About Us:** Hope Pregnancy Center (HPC) is a Pro-Abundant Life nonprofit pregnancy help clinic dedicated to providing compassionate care, accurate information, and confidential support to individuals navigating pregnancy decisions. HPC takes a holistic approach to healthcare, addressing not only physical needs but also the emotional, relational, and spiritual well-being of each individual. HPC is governed by a board of directors, operates under the medical license of its medical director (MD), and offers medical services provided by medical professionals. HPC is NOT an abortion clinic and does not refer, facilitate, or provide abortions or contraceptives. Visit our websites for more information: [mightbepregnant.com](http://mightbepregnant.com) / [friendsofhpc.com](http://friendsofhpc.com)

**Objective:** The Bilingual (Spanish/English) Patient Advocate provides direct client care and support, ensuring excellence in client services and ministry outreach through compassionate, life-affirming care.

**Reports to:** Clinic Manager and Client Services Director. Maintains a collaborative working relationship with the medical team (Clinic Manager, Nurse Practitioner, Sonographers, Nurses) and other Patient Advocates.

**Schedule:** Flexible hours (14-16) between Mondays, Wednesdays, and Thursdays.

**Responsibilities:** The Patient Advocate provides patient services while maintaining professional and ministry standards of care. Under the general supervision of the Clinic Manager and in collaboration with the medical team, the Patient Advocate is responsible for delivering client support, education, and advocacy services, ensuring that each client receives compassionate, high-quality emotional, physical, and spiritual care.

This role includes direct interaction with Spanish-speaking clients, providing accurate information, facilitating services, and offering spiritual support as appropriate. The Patient Advocate also supports the overall function of the center and contributes to a welcoming, organized, and ministry-focused environment.

### Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the sanctity of all human life.
- Exhibit strong commitment and dedication to sexual integrity.
- Agree with and be willing to uphold the Statement of Faith, Code of Christian Conduct, Statement of Principle, and the policies and procedures of the center.
- Demonstrate strong communication, organizational, and problem-solving skills.
- Ability to maintain client confidentiality and handle sensitive situations with discretion.
- Ability to work independently and collaboratively with staff and volunteers.

- Bilingual (English/Spanish) required.
- Basic computer and documentation skills required.
- Willingness to be trained in client care protocols and ongoing education.

## **Duties:**

### **Client Care**

- Provide pregnancy support services, including education on pregnancy options, using approved materials and protocols
- Conduct patient intakes, gather accurate information, and maintain proper documentation of records
- Provide emotional support, encouragement, and practical assistance to patients
- Offer appropriate referrals to community resources and support services
- Ensure timely and appropriate patient follow-up communication
- Assist in preparing patients for medical services and facilitate smooth transitions between patient services and medical staff
- Maintain confidentiality and ensure services are delivered in a compassionate, respectful, and life-affirming manner

### **Client Services & Center Operations**

- Support daily operations of patient services, including scheduling, client flow, and hospitality
- Maintain accurate and complete patient records in accordance with center policies
- Assist in maintaining resource materials and referral networks
- Serve as a resource to clients regarding available services and support
- Participate in staff meetings, trainings, and ongoing development opportunities
- Assist with translation of materials and communication with Spanish-speaking clients
- Support outreach efforts by helping connect clients with community resources

### **Administrative Duties**

- Ensure all documentation is completed accurately and in a timely manner
- Follow all center Policies and Procedures related to patient care and services
- Maintain confidentiality in accordance with HIPAA and organizational standards
- Assist with data collection and reporting as requested
- Support organization and upkeep of client areas and materials
- Participate in training and onboarding of new volunteers as assigned

### **Spiritual Leadership**

- Model Christ-centered care in all client and staff interactions
- Provide spiritual support and encouragement to clients as appropriate
- Ensure that the Gospel message is available to clients in a compassionate and respectful manner

- Participate in prayer with clients and staff as appropriate
- Uphold the mission and ministry of the center in all areas of service

**Other Responsibilities**

- Attend staff meetings as required
- Assist at fundraising events
- Attend community functions as requested by Executive Director

---

If interested, send Resume and Cover Letter to [hector@hpcontario.com](mailto:hector@hpcontario.com)