AVA CARE
OF HARRISONBURG
ADVOCATE. VALIDATE. ANSWERS.

POSITION DESCRIPTION
STAFF PATIENT ADVOCATE

Status: Part-time, 32 hours per week
Reports to: Director of Patient Services
Benefits: PTO, Health insurance, Simple IRA

Objective of Position:

The Staff Patient Advocate is responsible for caring for the patients of AVA Care of Harrisonburg. This includes advocating for patients through options counseling, crisis intervention, sexual health counseling, identifying resources, and providing support for program development and projects.

Agency Mission:

AVA Care of Harrisonburg is a Christian, life-affirming medical nonprofit that provides relevant testing services, education, and hope to those that are at risk of or facing undesired pregnancies.

Agency Vision:

To be the most trusted source of care for those facing sexual health and pregnancy decisions in our community.

Other Expectations:

This position will primarily work in the office and one evening per week will be incorporated into the schedule. Flexibility to adjust the schedule to accommodate patient/staffing needs and special events is required.

Qualifications:

1. Be a committed Christian with a consistent testimony and active in a local church.
2. Exhibit strong commitment and dedication to the sanctity of life position, related issues of abortion, and sexual purity.
3. Agreement with and commitment to uphold AVA Care's Statement of Faith, Code of Christian Conduct, and Pledge of Confidentiality.
4. Bachelor's degree required, or an equivalent combination of education, experience, and training, preferably in social work, communications, or humanities.
5. Minimum two years' experience in non-profit sector or ministry preferred.

6. Demonstrable understanding of the crisis cycle and the importance of a holistic approach to ministry. Demonstrable counseling and helping skills necessary to provide effective crisis intervention.
7. Excellent skills in interpersonal communication and problem solving.
8. Excellent written and oral communication skills.
9. Strong competency with Microsoft Office, database programs, & email.
10. Self-motivated, dependable, creative, resourceful, and responsible.
11. Ability to carry out responsibilities with little or no supervision.

Essential Functions:

1. **Patient Services**
    a. Complete patient advocate and sexual health advocate training in order to counsel patients on a daily basis.
    b. Provide follow-up care (text, phone call, in-clinic visits, etc.) to patients on a prompt and regular basis.
    c. Complete charting on a prompt and regular basis according to established guidelines.
    d. Complete chart audits on other patient advocate charts as directed for purposes of quality assurance.
    e. Stay current on trends, lingo, and behaviors related to our target demographic and their sexual and relationship lifestyle choices.
    f. Adherence to AVA Care identified policies and procedures.

2. **Administration**
    a. Identify trends and challenges in patient needs and offer possible solutions.
    b. Perform any other tasks as requested by Director of Patient Services and/or Executive Director.
    c. Attend and participate in monthly staff meetings and training in-services.

3. **Public Relations**
    a. Write patient stories for purposes of newsletter, AVA Care updates, and other public relations opportunities as needed.
    b. Build effective relationships within the community among other resource agencies to encourage referrals, support, and involvement in our organization.

5. **Team Development**
    a. Build and nurture pleasant relationships with all staff and volunteers.
    b. Exhibit a teachable spirit and humility.
    c. Exhibit positive influence and encouragement to all staff and volunteers.
    d. Demonstrate open and honest communication with staff.
    e. Demonstrate willingness to serve in any area necessary including making appointments, leading devotions, etc.

f. Attend and constructively participate in staff meetings.
g. Attend and participate professionally in all fundraising events.
h. Work to maintain a professional environment in AVA Care at all times.