



## **Job Description: Advocate**

### **Position Summary:**

This position will advocate for the ICU Mobile client by providing support through education and facilitate the acquiring of appropriate community resources.

### **Reports to:**

Mobile Operations Manager/ Medical Services Manager

### **Job Specific Qualifications:**

- Strong qualities of spiritual leadership, discipleship, and ability to encourage team members and clients
- Ability to show Christ-centered care, compassion, and understanding to those in need
- Adheres to a consistent pro-life position and agrees with the Mobile's Statement of Faith, Mission Statement, and Bylaws
- Strong interpersonal skills including the ability to listen, be patient, and stay calm and composed during a variety of client interactions
- Sensitivity toward, knowledge of and the ability to communicate effectively in person and by phone with a diverse client population
- Strong adherence to client confidentiality and HIPAA regulations
- Demonstrated maturity, stability, confidentiality, and initiative resulting in the ability to carry out responsibilities with minimal supervision
- Demonstrated organizational, decision-making, problem-solving, planning, and implementation skills
- Ability to multitask and work well in a mobile medical clinic setting
- Ability to work as part of a multidisciplinary team
- Strong oral and written communication skills with attention to detail
- Experience with Microsoft Word, Excel, and Outlook
- Ability to engage with clients and community in a variety of social media platforms, which may include Facebook, Twitter, Instagram, Snapchat is useful, but not required
- Possess an associates or bachelor degree with 1-3 year's work experience, or equivalent
- Experience in a pregnancy center is useful, but not required
- Successful completion of ICU Mobile training requirements
  
- If medical:
  - Must possess a current license in his/her medical profession and function in accordance with the licensing board of their state
  - No history of documented violation of the time-applicable Nursing Practice Act of the State of service or any state
  - Experience in obstetric nursing, public health nursing, nursing management, and or sonography is useful, but not required

## **Responsibilities**

### **Client Care**

- Greet clients and create an appropriate Client-Advocate alliance by providing support in a pleasant and non-judgmental tone. Provide excellent client customer service. Speak respectfully to all staff, patients and others who communicate with you in person and on the phone
- Evaluate clients stated needs to determine appropriate services
- Assist client in completion of forms relevant to client needs
- Create/update/maintain client records
- Provide education and community referrals within the scope of their training and/or licensure



- Provide support to the multidisciplinary team
- Coordinate client follow-up ensuring appropriate services are provided in accordance with the discharge care plan
- Identify, establish, and cultivate relationships with community agencies and facilities which will meet the need of the client in the various mobile service location areas

#### **Emergencies**

- Emergency calls – Refer caller to a local hospital emergency room, their own physician, and/or advise to call 911
- Consult with the Medical Services Director or the licensed professional(s) on call
- Adherence to all procedures for Medical Emergencies

#### **Administration**

- Handle confidential and non-routine information
- Track and review client files to ensure accurate documentation of client visits
- Assists with the day-to-day mobile operations, including but not limited to: stocking of supplies, documentation, and mobile mechanical operations
- Check voicemail and email throughout the day. Ensure all communications are returned in a timely manner. Retrieve, sort and distribute all communication several times per day
- Cultivate cross-referral opportunities throughout the community to meet the need of the client and ICU Mobile
- Works with mobile operations manager to organize and maintain up-to-date referral information
- Assist in evaluating and implementing client services programs and materials
- Prepare and maintain memos, correspondence, reports, and other documents as requested. Assists with projects
- Record mobile client testimonies and other material for newsletters, presentations, as requested

#### **Public Relations:**

- Act as a liaison in developing and maintaining relationships with local churches, agencies, physicians, and community organizations for cross-referral opportunities
- Assist with the coordination of mobile tours, observations, community appearances, and participation at other venues on occasion, as opportunities arise, or as requested by ICU Mobile

#### **Training and Supervision:**

- Assist in training and transitioning new mobile staff in accordance with ICU Mobile training plans
- Participate in meetings, calls, webinars, trainings and conferences as directed
- Comply with federal, state, and licensure, supervision, and professional continuing education and requirements
- Obtain and remain current with CPR certification

#### **Physical Requirements:**

Hearing: Adequate to perform job duties in person and over the telephone.

Speaking: Must be able to communicate clearly to patients in person and over the telephone.

Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and



computer screens.

Other: Work is performed in mobile medical unit environment. Involves frequent contact with staff and the public. Work may be stressful at times. Contact may involve dealing with angry or upset people.

This position requires the following, but not limited to: occasional lifting and carrying items weighing up to 50 pounds unassisted. Requires frequent bending, reaching, and repetitive hand movements, standing, walking, stepping, squatting and sitting, with some lifting, pushing and pulling exerted regularly throughout a regular work shift.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.