



## **Staff Client Mentor Position Description**

**Objectives of the Position:** The Staff Client Mentor delivers excellent counseling care to patients, providing compassionate pregnancy options counseling and life-affirming, Gospel-centered support to those experiencing an unexpected pregnancy. The Staff Client Mentor serves as a support client mentor, working under the direction of the Client Services Director to counsel at-risk medical patients and support other mentors as directed.

**Reports to:** Client Services Director

**Hours/Compensation:** Hourly, Non-Exempt; Approximately 25 hours/week; PT; Includes evening hours

### **Qualifications:**

1. Demonstrates a close personal relationship with Jesus Christ, spiritual maturity, and a prayerful, evangelical witness. (Required)
2. Holds a strong commitment to protecting the sanctity of human life and upholding chastity. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. Committed to Gospel-centered witness in counseling care. (Required)
3. Expresses full agreement with Assist's Statements of Principle and Faith, Code of Ethics, and Policies and Procedures and possesses a sincere desire to reach out to abortion-vulnerable women. (Required)
4. Demonstrates skill in interpersonal communication, counseling, mentoring, spiritual discipleship, and education of individuals from varying cultures and backgrounds. (Required)
5. Able to work independently, research relevant resources, and problem solve. (Required)
6. Is dedicated to growing in personal ability to deliver effective and impactful decision making support in the counseling room. (Required)
7. Is dedicated to growing understanding of patient decision making, theories of counseling, communication strategies, effective evangelism methods, and other subjects related to the pregnancy options counseling process. (Required)
8. Demonstrates proficiency with Microsoft Office Suite, including Excel, and aptitude with databases/electronic charting software programs (i.e. WayCool or eKyros). (Required)
9. Able to work some evening hours for evening appointment back up coverage. (Required)
10. Holds a Bachelor's degree, preferably in a counseling, social work, or psychology related field. (Preferred)
11. Has one or more years of experience as a staff or volunteer client mentor in a pregnancy center ministry. (Preferred)
12. Has conversational skills in Spanish, Arabic, Amharic, or French. (Preferred)

## **Responsibilities:**

### *Client Care*

1. Conducts peer crisis intervention counseling of clients, ministering to a diverse, multilingual client base with sensitivity, compassion, and Biblical clarity in accordance with organizational policies and procedures.
2. Serves as a support staff client mentor, working under the supervision of the Client Services Director to deliver excellent pregnancy options counseling, coaching, and education on topics related to pregnancy, abortion, sexual risk avoidance, and discipleship.
3. Conducts weekly follow-up contact with clients as appropriate to their needs (tracking decision making, pregnancy outcomes, and recommending additional Center support or relaying community referrals).
4. Introduces pregnancy support programs and helps clients navigate enrollment into PREPP classes and mentoring.
5. Generates client statistics, creates stories, and completes statistical reports on proactive and timely basis.
6. Enhances counseling skills and subject expertise on ongoing basis, honing counseling techniques through training, webinars, conferences, reading, and coaching by other counselors.

### *Public Relations and General Ministry Support*

1. Attends staff meetings and all in-service trainings.
2. Assists the Client Services Director in compiling and providing client testimonials for events and use in public relations materials, as directed.
3. Assists the Client Services Director in coaching clients for sharing their story on film or in person at events, as directed.
4. Attends and participates in all ministry fundraising or organization wide events.

Evaluation: The Staff Client Mentor will receive a written evaluation by the Client Services Director annually, in addition to an initial performance evaluation after the first 90 days of service.