



Patient Advocate

Status: 2 Days Per Week
Location: Oakland
Compensation: Commensurate
Reports to: Chief Operating Officer

About the Organization:

Support Circle is a faith-based, Christian, medical clinic dedicated to providing time, space and support to women in unintended pregnancies. Our patients love our relational approach built on respect, trust and confidentiality. Support Circle is a registered 501 (c)(3) non-profit organization and all of our services are free of charge.

Our organization, benefiting from over 30 years of experience serving Bay Area women and men facing unintended pregnancies, has learned to listen deeply to our patients. We customize our professional services to each unique person and situation, and we remain committed to refining our work so that our patients receive the best care possible. The dignity in each person we serve demands this level of excellence.

About our Approach:

We honor women as decision-makers and do not pressure or manipulate patients. At the same time, Support Circle does not perform or refer for abortion. All services are completely without charge and Support Circle does not profit from any particular pregnancy outcome chosen by patients.

About the Position:

Under the direction of the Chief Operating Officer or other Designee, the Patient Advocate will meet the needs of their patients within their scope of training. This will include assisting patients through the pregnancy decision process,

providing support for issues relating to unintended pregnancies and couples work.

Minimum Qualifications:

- Two years related experience and/or training; or equivalent combination of education and experience.
- Ability to build rapport quickly
- Superior oral and interpersonal skills, including listening skills
- Respond well to questions and react well under pressure
- Ability to work with a diverse population (ethnic, cultural, socio-economic, and religious backgrounds)
- Ability to manage multiple task & patient requests
- Adhere to the mission and values of Support Circle
- Familiarity with popular software applications (MS Office)
- Continued pursuit of individual healing and growth through personal psychotherapy.

Major Responsibilities:

- Conduct initial intake interviews with women in a potential unintended pregnancy
- Assist clients in the pregnancy decision-making process
- Provide case management, education, and community referrals and resources
- Provide emotional support
- Facilitate connections in various support groups, mentorships, and other practical care programs
- Manage all patient interactions using a client management application
- Answer calls and schedule appointments using computer database
- Ensures patient charts are prepared for each patient
- Assist clinic staff and managers in special projects as time permits
- Support organization initiatives as needed.

To apply, please forward a copy of your resume and cover letter by email only to Irene Bazan, Chief Operating Officer, at ireneb@supportcircle.org.

For more information, visit supportcircle.org