



# Join *the* Mission

Working at AWC | Your Opportunity Profile

Patient Care Advocate

Part-Time (24-30 hours/week)



Thank you for your interest in joining a mission that goes beyond. Your opportunity awaits.

AWC invites you to join a team uniquely focused on creating a community where families are strong and life is cherished.

AWC offers a positive work-life balance with like-minded coworkers committed to service.

Enclosed is information about our organization that is foundational to who we are and how we serve. Please review these documents, as well as the attached job description, and make sure you are in full agreement before applying. If needed, I would be happy to provide any clarifications via email at [jilh@pregnancylancaster.com](mailto:jilh@pregnancylancaster.com).

To officially apply, please complete the enclosed Employee Application, including two references and your salary expectations, and email the application along with your resume to: [KyraS@PregnancyLancaster.com](mailto:KyraS@PregnancyLancaster.com). We cannot proceed with an interview until all these items are received.

Again, thank you for your interest in our organization. We look forward to learning more about you!

Sincerely,

Jill B. Hartman  
*Executive Director*

# Employment Opportunity Profile

## Mission Overview

A Woman’s Concern provides an open door and inviting space to all women in need of resources related to pregnancy, parenting and sexual health and empower families with focused classes, dedicated support, and material assistance to uphold the value of every human life.

With over 50 years of experience, this well-established Lancaster non-profit seeks to help build a community where families are strong and life is cherished.

Below are some of the key services we provide while living out our mission:

- ✓ medical grade pregnancy tests
- ✓ ultrasound scans
- ✓ material assistance
- ✓ pregnancy options information
- ✓ sexual risk avoidance education
- ✓ fatherhood education
- ✓ prenatal and parenting classes
- ✓ lactation services and support
- ✓ post abortion recovery group
- ✓ community referrals
- ✓ health and safety classes

We serve anyone in Lancaster County (and beyond) who is looking for education, practical help, and support, at no cost, confidentially and without judgement. We are also known for doing all that we do with great love and compassion and for offering hope to those in our community. Each of our staff members acts as the hands and feet of Christ in every interaction and conversation with those who walk through our purple doors. Consistent with our Christian faith, we welcome and provide services to any persons seeking our services regardless of belief or unbelief. We accept as volunteers and team members all persons, regardless of faith or belief, who agree to and do work in alignment with our beliefs and who do not seek to undermine or oppose our faith in the provisions of the services we provide.

## Why AWC?

AWC team members unequivocally commit to sharing their unique talents to make a difference in the lives of our clients. They have servant hearts. They find fulfilment in being part of a powerful and dedicated team seeking to not only save lives but transform them. They desire to walk alongside our clients who are struggling and provide them with compassion, resources, knowledge and love.

## Team Commitment

Upon joining the AWC team, all staff and volunteers must provide a child abuse clearance, state police clearance and FBI-Fingerprinting and criminal background check. All board members, staff

and volunteers upon joining AWC and every year afterwards commit to the following statements and standards:

- Vision Statement
- Mission Statement
- Statement of Faith
- Our Commitment of Care and Competence
- Operational Assumptions
- Confidentiality
- Conflict of Interest

## Vision Statement

To build a community where families are strong and life is cherished.

## Mission Statement

We provide an open door and inviting space to all women in need of resources related to pregnancy, parenting and sexual health and empowers families with focused classes, dedicated support, and material assistance to uphold the value of every human life.

## Statement of Faith

1. We believe in one God eternally existing in three persons: Father, Son, and Holy Spirit.
2. We believe in God the Father, whose creation reveals His unparalleled power and whose love extends to every person even before each is born.
3. We believe in the deity of Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His atoning death on the cross in our place, in His bodily resurrection, in His ascension to the right hand of the Father, and in His future personal return in power and glory.
4. We believe that human beings are created in God's image, but because of human sin against God, that image was defaced and fellowship with God was broken.
5. We believe that God has demonstrated His love for lost and sinful humanity, in that while we were yet sinners, Christ died for us. We believe that the Holy Spirit convicts us of sin and leads us to experience God's salvation through faith in Jesus Christ as Savior and Lord, who alone reconciles us to God and who is restoring God's image in us.
6. We believe in the ongoing ministry of the Holy Spirit, who empowers us to live godly lives and to express our personal faith in good works.
7. We believe in life after death of both the saved and the lost; the saved to dwell in God's presence forever, and the lost to exist without God.
8. We believe that the Bible is the inspired, infallible, and uniquely authoritative Word of God, and our guide in faith and life.
9. We believe in the Body of Christ, which by the Holy Spirit is bound together in spiritual unity and sent out in gifted diversity to accomplish Christ's mission in the world.

## Our Commitment of Care and Competence

- Patients and clients are served without regard to age, race, income, nationality, religious affiliation, disability or other arbitrary circumstances.
- Patients and clients are treated with kindness and compassion, in a caring manner.
- Patients and clients always receive honest and open answers.
- Patient and client information is kept securely and confidentially and only released with the client's signed authorization or as required by law.
- Patients and clients receive accurate information about pregnancy, fetal development, lifestyle issues, and related concerns.
- We do not offer, recommend, or refer for abortions or abortifacients, or contraceptives. We are committed to offering accurate information about related risks and procedures.
- All of our advertising and communications are truthful and honest, and accurately describe the services we offer.
- We provide a safe environment by screening and equipping all staff and volunteers interacting with clients.
- We are governed by a Board of Directors and operate in accordance with our articles of incorporation, by-laws, and stated purpose and mission.
- We comply with applicable legal and regulatory requirements regarding employment, fundraising, financial management, taxation, and public disclosure, including the filing of all applicable government reports in a timely manner.
- All services are provided in accordance with pertinent and applicable laws. Medical services are provided in accordance with medical standards, under the supervision and direction of a licensed physician (or advanced clinical provider as permitted by law).
- All staff and volunteers receive appropriate training to uphold these standards.

## Operational Assumptions

- The vast majority of women do not want to have an abortion and do so because they feel insecure and unsupported.
- When women receive accurate information in a controlled, professional environment, they are empowered to make an informed, healthy decision for her and her family.

- Many women feel more secure in a controlled, professional environment.
- When a woman is afforded peace of mind and security, more often than not she will choose to have her baby.
- Every appointment with an abortion-minded patient is a systematic, pre-determined process designed to provide her with the necessary information to empower her to make a life choice.

## General Policies

A Woman's Concern, Inc. is interdenominational, independent, non-profit and non-political. Services are rendered without discrimination because of race, creed, age, sex, color, handicap or origin.

A Woman's Concern has an absolute policy of never referring for abortion or abortifacients.

A Woman's Concern does not include contraceptives in their scope of service but rather emphasizes the value of making healthy choices about sexuality. Health issues relevant to various forms of birth control may be addressed with both single and married clients. Clients desiring additional contraceptive information would need to contact their physician.

All our services are available free of charge.

# EMPLOYEE APPLICATION

Name \_\_\_\_\_

Position applying for \_\_\_\_\_

Salary Expectations \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

Date of Birth \_\_\_\_\_

Church affiliation (if any): \_\_\_\_\_

Pro-life group involvement:

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Hobbies, talents, interests:

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How did you hear of A Woman's Concern?

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I think abortion is ...

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What I have to offer A Woman's Concern is ...

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I want to join the team at A Woman's Concern because ...

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Describe a time when you faced an unexpected challenge. Explain how you identified the challenge, the steps you took to address it and the outcome. What would you do differently now if a similar situation arose?

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**Reference 1:** Name \_\_\_\_\_  
Phone \_\_\_\_\_  
Address \_\_\_\_\_  
Address \_\_\_\_\_  
How acquainted? \_\_\_\_\_  
Number of years known? \_\_\_\_\_

**Reference 2:** Name \_\_\_\_\_  
Phone \_\_\_\_\_  
Address \_\_\_\_\_  
Address \_\_\_\_\_  
How acquainted? \_\_\_\_\_  
Number of years known? \_\_\_\_\_

Working at A Woman’s Concern requires a strong commitment. I have read and reviewed the Vision and Mission Statements, Statement of Faith, Our Commitment of Care and Competence and Operational Assumptions. In addition, I understand that all information regarding my work at A Woman’s Concern is confidential. I am in agreement with and agree to follow these standards to the best of my abilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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**Job Title:** Patient Care Advocate

**Classification:** Staff | Member of Patient Care Team

**Reports to:** Patient Care Manager

### **Primary Function**

The Patient Care Advocate plays a main role in the patient journey at AWC. Under the direction of the Patient Care Manager, the Advocate provides consistent compassionate support in the role of scheduler, in-appointment patient advocate and follow-up coordinator.

This team member is expected to model the highest standards of professional and ethical care, reflecting the mission and values of A Woman's Concern.

### **Job Duties**

#### **Patient Care Services:**

- Using the FOCUS model, the Advocate ensures that each patient is welcomed with professionalism, receives accurate and truthful information, and experiences a high standard of emotional support. This role is essential in equipping women facing planned or unplanned pregnancies with life-affirming information, leading to greater peace of mind and confident decision-making.
- The Patient Care Advocate is responsible for maintaining confidentiality, upholding patient dignity, and ensuring that every interaction reflects the organization's commitment to excellence and love.
- This role manages patient interactions through phone, email, and live chat, ensuring each communication is timely, compassionate, and professional.
- Following the FOCUS Model and training provided, the Advocate offers care and support to each patient with controlled professionalism.
  - Scheduler: Answers phone calls, emails and live chats from prospective patients and provides guidance using scripts provided.
  - Patient Advocate: Navigates the patient through the entire medical appointment collaborating with Nurse and Sonographer to provide insight and next steps.
  - Follow Up Coordinator: Maintains contact with patients between appointments to ensure continuum of care.

#### **Administrative:**

- Maintains knowledge of CRM database and other technology systems that are essential to the patient care and documentation process.
- Seeks to understand key metrics that ensure success with scheduling, patients showing and choosing life. Assists Patient Care Manager in creating relevant reports

- and continuously seeking ways to reach the abortion determined and uniquely meet her needs.
- Works as part of a team to support both patients and medical staff; understands that every role is vital to A Woman's Concern ministry and takes pride in making sure each facet of the job is done with attention to detail and consistency.

### **Professional Development:**

- Continually enhances professional and personal knowledge of pregnancy and abortion related information through formal training, seminars, programs, literature search, and networking.
- Complies with annual background check and clearance renewals and trainings.
- Attends all staff, departmental, and any other relevant meetings and events.

### **Qualifications:**

- ✓ Passionately pro-life; expresses full agreement with and acts in concert with A Woman's Concern's Mission Statement.
- ✓ Respects confidentiality and privacy per applicable laws and regulations.
- ✓ Demonstrates behaviors that align with A Woman's Concern's values.
- ✓ Complies with the policies and procedures of A Woman's Concern.
- ✓ Excellent oral and written communication skills.
- ✓ Excellent problem solving and organization skills.
- ✓ Dependable, stable and capable of following through on commitments.
- ✓ Committed to arriving early for each shift and/or staff meeting.
- ✓ Maintains positive attitude and self-care.
- ✓ Excellent team oriented and relationship skills.
- ✓ Flexible, self-starter and ability to work independently and develop and execute plans with minimal supervision.
- ✓ Adept with current technology and able to learn new skills.
- ✓ Spanish speaking highly valuable.

Upon hire, ability to secure Child Abuse Clearance, State Police Clearance and FBI Fingerprinting and Criminal Background Check. On a bi-annual basis, participate in training for mandated reporting of child abuse.

### **Physical Demands:**

Activities in performance of duties include sitting, standing, walking, climbing stairs, lifting up to 10lbs, kneeling, reaching, pushing, pulling, keystroking on a keyboard or similar device, talking, hearing and seeing.