



# Job Description

## Staff

<b>Position Title:</b>	Patient Advocate
<b>Reports to:</b>	Director of Clinic Operations
<b>FLSA:</b>	Non-exempt
<b>Department:</b>	Patient Advocate
<b>Classification:</b>	Staff
<b>Pay:</b>	\$20/hour
<b>Date:</b>	October 2022
Preterm's mission is to advance reproductive health and justice by providing safe, respectful, and accessible abortion and sexual healthcare. Abortion is essential to bodily autonomy and gender equity for all people. Providing abortions is a deeply caring and revolutionary act that is part of dismantling oppression and stigma.	

### Position Summary

The Patient Advocate explores pregnancy options with patients. Advocates provide non-judgmental support, obtain informed consent, discuss the abortion procedure, pain management options, and birth control methods with pregnant people seeking abortion care.

### Duties and Responsibilities

1. Review chart privately with patient.
2. Consults privately with patients.
  - Explores pregnancy options with patients.
  - If patient chooses abortion, provides information about the abortion, home care, and anesthesia choices.
  - Conveys to any pregnant person a sense of their own importance and a sense of their capacity to make choices for themselves.
  - Promotes patient's sense of empowerment by teaching stress and pain-management techniques which will assist them during the abortion procedure.
  - Completes state-mandated consultation and education requirements with patients.
  - Assesses patient's knowledge of and give relevant information about birth control methods and their usage.
  - Obtains informed consent.
  - Involves friends, families, or partners, when appropriate.
  - Provides all appropriate referrals. Referrals include services for patients who cannot be served at Preterm and other community services as needed.
  - Completes pre-procedure activities.

- Sets-up procedure rooms at start of day. Assure all necessary supplies are available and OSHA requirements are followed.
  - Stocks and cleans procedure rooms between procedures, preparing room for next patient.
  - Prepares patient for procedure.
  - Facilitates the doctor/patient relationship. Informs physician of any pertinent physical or emotional factors affecting patient.
  - Remains with patient once entering procedure room with patient. Works with patient before procedure to establish rapport and address patient's procedure-related concerns.
  - Confirms patient's decision to have abortion.
3. Assist during procedures.
    - Utilizes stress-management and relaxation techniques to assist patient before and during procedure with pain-management and anxiety reduction.
    - Assists the physician with instruments during abortion procedure and laminaria insertion.
  4. Completes post-procedure activities.
    - Assists patient to re-dress. Assists patient into wheelchair and transport them into recovery room.
    - Settles patient in recovery room. Completes appropriate information on chart.
    - Takes products of conception to autoclave for examination. Prepares tray for cleaning.
  5. Contributes to the smooth functioning of the clinic.
    - Maintains appropriate communication with Director of Clinic Operations. Consults with Director of Clinic Operations and other appropriate staff when unusual issues arise with patients.
    - Maintains awareness of patient flow and pace own work accordingly. Monitors timing of sessions with patients. Consults with Director Clinic Operations or designated senior staff when sessions will exceed 60 minutes in length.
    - Assists with greeting and checking in patients and their significant others, and with keeping clinic records current.
    - Rotates to another assignment as needed to facilitate patient flow.
    - Performs other tasks as requested by Director of Clinic Operations or another supervisor.
  6. Attends and participates in scheduled staff meetings.
  7. Other duties as required.

## Values and Behaviors

- |             |                                   |
|-------------|-----------------------------------|
| 1. Respect  | 4. Feminism and intersectionality |
| 2. Autonomy | 5. Excellence with integrity      |
| 3. Empathy  | 6. Intentional stewardship        |

## Job Requirements

1. Commitment to reproductive justice and Preterm's mission.
2. High level of interpersonal skills is required in order to establish rapport and provide direct service to patients, to interact effectively with all clinic staff, and to support a team approach.

3. Special problem-solving skills required to assist patients in defining and resolving difficult conflicts and ambivalent feelings.
4. Strong evaluative skills required in order to assess patient needs quickly and accurately before procedures.
5. Ability to use a personal computer and proficiency in MS Office [Outlook, Excel, Word] or similar software is required. Relevant business management systems such as general ledger, HRIS, CRM, etc. is preferred.

## Education and Experience

- Education: High school diploma or GED required.
- Years of relevant experience: 1 to 2 years working in a health care or customer service environment is preferred.
- Years of experience supervising: None.

## Working Conditions and Physical Requirements

- The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
- The noise level in the work environment is usually quiet to moderate.
- This position is performed in an office setting although off-site meetings in various settings occur.
- The schedule is generally normal business hours although there is a requirement to perform work, attend meetings and events before or after normal work hours, and occasionally on weekends and evenings.
- Some travel by personal automobile is required. Occasional overnight travel is required.
- Lift light objects [less than 20 pounds] and carry them short distances [20 feet or less].

Please submit your resume and a brief cover letter explaining your interest in providing abortion care to [kbowman@preterm.org](mailto:kbowman@preterm.org). The email subject line should read: Patient Advocate Job Application

Employees may be requested to perform job-related tasks other than those specifically presented in this description.