



Job Description

Staff

Position Title:	Patient Advocate
Reports to:	Advocate Manager
FLSA:	Non-exempt
Department:	Patient Advocate
Classification:	Staff
Pay:	\$21.63/hour
Date:	May 2025
To Apply:	Please submit a resume and cover letter to the Advocate Manager Lauren Rump at lrump@preterm.org
<p>Preterm's mission is to advance reproductive health and justice by providing safe, respectful, and accessible abortion and sexual healthcare.</p> <p>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.</p>	

Position Summary

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

Duties and Responsibilities

1. Review medical chart and consults privately with patient during the abortion consultation.
 - Explores pregnancy options with patients.
 - If patient chooses abortion, provides information about the abortion, sedation choices, and home care instructions.
 - Conveys to patient a sense of their own importance and a sense of their capacity to make choices for themselves.
 - Provides information about birth control methods.
 - Reviews informed consent with patient.
 - Provides referrals and education for resources as needed.
2. Appointment Center (the Patient Advocate will train in the call center after an appropriate amount of time)
 - Answer phones and make appointments
 - Assists in checking medical charts for all appropriate information and records keeping.
 - Provides compassionate customer service
2. Contributes to the smooth functioning of the clinic.
 - Maintains appropriate communication with Advocate Manager
3. Rotates to another assignment as needed to facilitate patient flow.

4. Attends and participates in scheduled staff meetings.
5. Other duties as required.

Job Requirements

1. Commitment to reproductive justice and Preterm's mission.
2. High level of interpersonal skills is required to establish rapport and provide direct service to patients, to interact effectively with all clinic staff, and to support a team approach.
3. Problem-solving skills required to assist patients in defining and resolving conflicts.
4. Strong evaluative skills required to assess patient needs quickly and accurately.
5. Strict adherence to confidentiality and privacy standards to ensure patient information is protected in accordance with HIPAA
6. Average technology proficiency in MS Office [Outlook, Excel, Word] or similar software is required.

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.

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.
- The patient advocate will work clinic days when patients are scheduled. (Tuesday, Wednesday, Friday and Saturday). Staff stay until all patients are seen. There may be opportunities to work an additional day (Monday or Thursday) based on interest, availability, and competency.
- Lift light objects [less than 20 pounds] and carry them short distances [20 feet or less].

I have read and understand the responsibilities in this job description.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

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