

## **The Life Center of Santa Ana**

Bilingual Client Advocate

Reports To: Executive Director

Hours: 25 hours per week

Hours: Tuesday, Wednesday, Thursday, and Saturday 9:30 a.m. – 3:00 p.m., and Friday 9:30 a.m. to 1:00 p.m.

**MISSION STATEMENT:** *The Life Center of Santa Ana* advances the culture of life by building Christ-centered relationships that serve those at risk for abortion, and provides the real support needed to choose life.

**DESCRIPTION:** Trained in **Heartbeat International's LOVE Approach** and the **Sisters of Life Into Life Series**, the Client Advocate (CA) is responsible for providing accurate pregnancy options information with those at risk for abortion, both on the phone and in person. The CA works to form Christ-centered relationships with women facing difficult pregnancies and helps to resolve issues and problems in a life-affirming way so that the client feels empowered to choose life. The CA also supports the weekly parenting programs at the Life Center, inviting and reminding the teen and young adult mothers the joy in attending.

### **QUALIFICATIONS:**

- Be a committed Catholic who demonstrates a personal relationship with Jesus Christ, including active membership and participation in a local Catholic church, and is fully participating in the Sacramental life.
- Exhibit a strong understanding of the sanctity and dignity of human life.
- Have a general knowledge of the harmful effects of abortifacients and contraception.
- Agree with and uphold the Statement of Faith, the Mission Statement, the Conflict Resolution Statement, Core Values of the organization, and policies of the center.
- Be skilled in interpersonal relations, communication, compassionate caregiving, and have a thorough understanding of the joy of embracing God's plan in chastity, marriage, sex, and family (theology of the body). Must be fluent in Spanish and English. Bachelor's degree preferred.
- Proficient in computer applications (Word, Excel, Canva, Next Level) as well as a demonstrated ability to quickly adapt.

**RESPONSIBILITIES:** As a Bilingual Client Advocate, your role will include:

- Providing crisis intervention support and accurate pregnancy options information with compassion and warmth, using the LOVE Approach and the Sisters of Life contemplative outlook (training to occur effective immediately).
- Managing phone calls, walk-ins, client check-ins, and scheduling self-administered pregnancy tests and/or ultrasound appointments.
- Maintaining contact and follow-ups with abortion-vulnerable clients, offering ongoing support to empower them to choose life.

- Inviting and reminding clients to attend parenting programs and special events.
- Handling confidential information with sensitivity and discretion.
- Assisting with administrative duties, including maintaining client records, supporting office cleanliness, and participating in staff meetings and training.
- Engaging in community outreach and helping to advance our mission of promoting the sanctity and dignity of life.

**Spiritual:**

- When appropriate, encourage clients to fill out a prayer intention for prayer box.
- Look for teachable moments to share the love of Jesus and His plan of Salvation.
- -Regularly share the monthly Bible verse with clients, donors, and team.
- -Role model prayer and offer to pray for clients and the volunteer team as the Holy Spirit guides you.
- -When available, attend Mass with volunteer team/staff Thursdays at 8:15 a.m. at Holy Family Church and stay after to pray the Rosary.

Kindly email your letter of interest and CV to [inquiries@lifecenterofsantaana.org](mailto:inquiries@lifecenterofsantaana.org) or call 714-835-5433.