



The Life Center of Santa Ana

Bilingual Client Advocate

Reports To: Executive Director

Compensation: \$21.00+ per hour, depending on experience

25 Hours Per Week: Tues/Wednes/Thurs/Sat, 9:30a.m.-3:00 p.m.; Friday, 9:30 a.m.-1:00 p.m.

MISSION STATEMENT: The Life Center of Santa Ana is a Catholic nonprofit religious organization dedicated to advancing the culture of life by building Christ-centered relationships with those at risk for abortion and providing the real support needed to empower them to choose life.

GUIDING PRINCIPLES: The Life Center of Santa Ana is faithful to the Magisterium and Catechism of the Catholic Church and committed to the protection of all human life, in and through the intercession of the Blessed Virgin Mary.

DESCRIPTION: Trained in Heartbeat International's LOVE Approach and the Sisters of Life *Into Life Series*, the Client Advocate (CA) provides accurate pregnancy options information to those at risk for abortion, both by phone and in person. The CA forms Christ-centered relationships with women facing difficult pregnancies and helps them identify and resolve challenges in a life-affirming way, empowering them to choose life.

The CA also helps lead and support the Life Center's weekly parenting programs, including Baby Basics and Mommy & Me, as well as the First Thursday Luncheon and Walking With Moms & Dads program. She encourages teen and young adult mothers to participate, builds meaningful relationships with them, and helps create a welcoming environment where they receive practical support, encouragement, and community as they grow in their parenting. Through these relationships and programs, the CA helps women and their families grow in faith, strengthen their families, and work toward flourishing families rooted in Christ.

QUALIFICATIONS:

- Be a committed Catholic who demonstrates a personal relationship with Jesus Christ, including active membership and participation in a local Catholic church and full participation in the Sacramental life.
- Exhibit a strong understanding of the sanctity and dignity of human life.
- Agree with and uphold the Statement of Faith, Mission Statement, Code of Conduct, Conflict Resolution Statement, Core Values, and policies of The Life Center of Santa Ana.
- Be fluent in Spanish and English. Bachelor's degree preferred.
- Demonstrate strong organizational skills, attention to detail, and the ability to manage multiple responsibilities while maintaining confidentiality.

- Be proficient in basic computer skills, including Microsoft Word, email, and data entry. Experience with Canva and client/database management systems preferred.
- Be able to work independently and as part of a team, receive direction, follow through on assigned responsibilities, and support the Executive Director and team as needed.
- Experience working with women, children, families, or in a client-service or caregiving setting preferred.

RESPONSIBILITIES:

As a Bilingual Client Advocate, your role will include:

- Supporting and advancing the Catholic Church and The Life Center of Santa Ana's religious mission by providing services in a manner that respects and promotes the Gospel of Life and the family.
- Actively striving to live as a Catholic, faithful to the teachings of the Magisterium and the Catechism of the Catholic Church.
- Supporting the Executive Director in carrying out the mission, vision, and daily operations of The Life Center of Santa Ana, including faithfully carrying out assigned responsibilities, communicating effectively, and assisting with additional needs as they arise.
- Providing crisis intervention support and accurate pregnancy options information with compassion and warmth, using the LOVE Approach and the Sisters of Life contemplative outlook. Educating vulnerable clients about the Abortion Care Kit and providing compassionate support and an APR referral to empower them to choose to stop and reverse the abortion.
- Providing clients with education and resources to help them develop an understanding of their health and make informed decisions.
- Managing phone calls, walk-ins, client check-ins, and scheduling self-administered pregnancy tests and ultrasound appointments. Supporting the Front Desk Team as needed.
- Maintaining contact and follow-up with abortion-vulnerable clients, offering ongoing support and encouragement as they navigate pregnancy and parenting.
- Inviting and reminding clients to participate in parenting programs and special events.
- Building trusting relationships with clients and helping connect them with our programs and the support to promote family flourishing.
- 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 advance The Life Center of Santa Ana's mission to promote the sanctity and dignity of human life.