

## Essential Pregnancy Services

### Position Description

**Position:** EPS Hotline Advocate

**Hours:** 20 hours per week

**Date:** February 2017

**Hourly rate:** Based upon experience and qualifications

**Position and Purpose:** The EPS Hotline Advocate is responsible for answering all incoming calls and text messages to the EPS hotline, meeting the unique needs of the callers in a loving and calm manner, and scheduling client appointments at EPS for the appropriate services.

#### **Responsibilities:**

- Answers EPS Hotline phone calls and text messages
- Schedules appointments for client services using the Ekyros Database
- Effectively and safely addresses the needs and questions of the clients
- Displays good oral communication when speaking with clients in a crisis
- Displays skills in database management and record keeping as it relates to client files while ensuring accuracy of data entry
- Provides support to staff and volunteer Client Advocates
- Assists EPS Nursing Staff and volunteers when needed
- Ability to maintain confidentiality of EPS client information
- Demonstrates resourcefulness and initiative in dealing with daily assignments
- Displays optimism in the general everyday workplace

**Knowledge/skills/abilities:** Commitment to the mission of EPS. Excellent listening and communication skills. Ability to excel under stressful situations and minister to individuals facing crisis situations in a loving and calm manner. Provide non-judgmental service and care to abortion vulnerable women and men. Ability to learn and master the eKyros database system. Acceptance of additional responsibilities when needed. Familiarity with or ability to learn basic iPad and Macbook Pro functions.

The EPS Hotline Advocate reports directly to the Director of Client Services and is evaluated on a bi-annual basis.