



Memphis Center for Reproductive Health

Volunteer Program

Position Description

Position Title: Patient Advocate

Reports to: Assistant Director and Clinic Coordinator

Overview of Position: Provide patient-centered support to women during surgical abortion procedures, as an integral member of a team of health care providers

Specific Tasks:

- 1.) Provide positive physical and emotional support to patient before and during surgical abortion procedure;
- 2.) Answer non-medical questions and provide self-care information to patients;
- 3.) Assist in getting patient to recovery room after surgical abortion procedure;
- 4.) Assist doctor and/or medical assistant, when necessary;
- 5.) Report any problems or concerns during clinic to the Clinic Coordinator;
- 6.) Maintain a pleasant, helpful, and professional attitude at all times;
- 7.) Ensure and maintain confidentiality of patient and client records at all times; and
- 8.) Other duties as assigned by a Leadership Team member.

Time Required: At least two (2) clinics per month for three (3) to four (4) hours per clinic

Schedule: Clinics generally take place:

- Tuesday late morning and early afternoon
- Wednesday evenings
- Saturday mornings and afternoon

Qualifications:

- ❖ Must be at least 18 years of age.
- ❖ Must be pro-choice.
- ❖ Must be able to stand, sit and walk.
- ❖ Must be able to remain calm during stressful situations.
- ❖ Out-going and people oriented.

Training Required:

- ❖ MCRH Volunteer Training
- ❖ Confidentiality Training
- ❖ Patient Advocate Training

Benefits to Volunteer:

- ❖ Training to strengthen verbal and non-verbal one-on-one support skills;
- ❖ Increase knowledge of reproductive health medical services;
- ❖ Exposure to a patient-centered model of healthcare provision;
- ❖ Experience providing patient-centered support during medical procedures;
- ❖ Exposure to individual patient-centered reproductive health education sessions; and
- ❖ Experience working as a team member of a feminist-based health center.