

Client Advocate

Who we are: Mabel Wadsworth Center is the only not-for-profit, private, independent, community-based feminist health center in Maine. Our mission is to provide health care using a feminist model focused on sexual and reproductive health through education, advocacy, and clinical services. We believe in health care that is based on empowerment and putting individuals in charge of their healthcare. We are proud to be part of the local, vibrant Bangor community and independent healthcare providers who do not and will never accept or seek federal or state funds. This ensures we are able to provide unrestricted access to our clinical services, including abortion care, advocacy, and education for all.

What we're looking for: Mabel Wadsworth Center seeks a client advocate. This position works with our team and clients to facilitate client access to necessary health care services. This includes access to gender affirming care, insurance authorizations, and assistance with referrals. The ideal candidate enjoys working with people from diverse backgrounds and providing education and non-judgmental support.

Primary role and responsibilities include, but are not limited to:

- assisting clients to navigate insurance enrollment/authorizations and gender affirming care
- building and strengthening relationships with other social service agencies and health care providers
- establishing and developing working relationships with clients to solve problems and connect clients to resources to assist in overcoming barriers to health care

The ideal candidate will:

- support reproductive justice for all, with particular support for the LGBTQ+ population
- be a strong and zealous advocate for clients in need while maintaining a high level of professionalism
- be able to work independently
- have demonstrated critical thinking skills
- have experience in case management or patient navigation
- have experience in health care or related settings

Work Structure and Environment: This is a full-time (40 hour) hourly position, based in our Bangor office. Remote work may be an option after an initial period of time in the office and is to be determined by their supervisor. The hours are typically 8:00 AM to 4:00 PM (or 9:00 AM to 5:00 PM), Monday through Friday. Employee's full-time schedule to be approved by supervisor.

This position offers a dynamic, team based opportunity for folks who have passion for the center's values and supporting our patients. We take pride in our reputation for excellent patient care and are passionate about creating a safe and inclusive space. We work hard, believe in our mission, and strive to have fun every day, and hope to find a coworker who feels the same way.

This position requires English language fluency (written and oral), but fluency in other languages are welcomed. Position additionally requires significant periods of standing, walking, sitting, and lifting >10 lbs occasionally. Frequent use of regular office equipment, including computers, phones, fax machines, printers required. Contact with body fluids occurs, and employees are expected to follow universal precautions and blood borne pathogen protocols. Employees are currently expected to wear facial coverings when in the center, and a surgical mask when interacting with clients. COVID-19 vaccination and booster(s) are required.

We offer:

Starting hourly wage is \$18.00/hour and negotiable based on experience and qualifications. Benefits include 15 paid holidays, two weeks' paid vacation during the first year (increased thereafter), and one week paid sick leave. Health insurance (100% covered by employer) and optional employee-funded dental, disability, and life insurance policies. Flexible, supportive workplace with strong commitment to training and professional development.

Our process and timeline: Applications will be accepted until the position is filled

- Application review: will start on April 4 and occur on a rolling basis after that date until the position is filled.
- First interviews: dates to be determined, held via video conference; approximately 45 minutes to 1 hour in length.
 - References will be requested and contacted prior to second interview
- Second interviews: dates to be determined, located in our office in Bangor; approximately 1 hour in length.
- Anticipated start date: as soon as possible, late April or early May 2023

Equal Opportunity Employer: Mabel Wadsworth Center strives to create a safe, open, welcoming environment for our patients and our staff. We actively attempt to dismantle the systemic inequalities that the most oppressed groups face in our society. These groups include black people, indigenous people, people of color, low-income people, women, LGBTQ+ people, gender non-conforming, non-binary individuals, people with disabilities, formerly imprisoned people, and people living at the intersections of these identities. We are committed to a workplace where everyone is treated with respect and as a valued member of our team. We actively encourage members of these communities to apply.

How to Apply:

Please submit a brief cover letter describing your interest and why you want to work for us and resume/CV to info@mabelwadsworth.org.