

<b>Job Title</b>	<b>Part Time Hotline Coordinator</b>
<b>Employer/ Agency</b>	The Lilith Fund
<b>Job Description</b>	<p>The Hotline Coordinator (HC) is a part-time (20 hrs/wk) position managed by the Lilith Fund Executive Director. There is potential for this position to become full-time, contingent on funding, in 2019. The HC's main responsibility is to oversee the operation of the abortion funding hotline, which offers grants to help people in Texas pay for abortion services. This entails running the hotline day-to-day; recruiting, training, and managing hotline volunteers; reporting to the ED and Board of Directors; managing the hotline budgets; maintaining relationships with abortion clinics, other abortion funds, and practical support networks in Texas; and staying up-to-date with Texas abortion funding, regulation, and legislation.</p> <p><b>Position summary</b> This is a part-time employee position coordinating Lilith Fund's English- and Spanish-language hotline and direct assistance program(s). Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• coordination of daily program operations</li> <li>• recruitment, training, and retention of volunteers</li> <li>• hotline data, intake, and impact tracking</li> <li>• monthly program reporting to Board of Directors and Executive Director</li> <li>• creation, revision, and enforcement of program policies</li> <li>• management of relationships with partner clinics and community organizations</li> <li>• program evaluation, assessment, and design recommendations</li> <li>• some administrative tasks and data entry</li> <li>• some community outreach and education</li> </ul> <p><b>Essential Job Functions</b></p> <ul style="list-style-type: none"> <li>• Coordinate the monthly hotline volunteer schedule to ensure continuous hotline shift coverage</li> <li>• Manage the hotline's technical resources, including voicemail service used for intake, internet fax service, volunteer email listserv, and shared online volunteer documents</li> <li>• Maintain and document up-to-date, detailed training materials and program policies for the hotline</li> <li>• Provide information to the public regarding the Lilith Fund's hotline volunteer positions</li> <li>• Schedule and facilitate hotline training sessions as needed</li> <li>• Recruit and retain a sufficient number of active hotline volunteers as needed</li> <li>• Provide regular supervision, assistance, and mentorship to hotline volunteers, largely via phone or online; provide clear instructions and feedback</li> <li>• Organize volunteer appreciation events, happy hours, or socials periodically</li> <li>• Work with Hotline Committee and Executive Director on issues of program sustainability, strategy</li> <li>• Work with Lilith Fund staff across other organizational programs to build alignment and foster collaboration</li> <li>• Serve as primary contact for clinic relations; proactively communicate with clinic staffs regarding issues and program policies</li> <li>• Proactively communicate and collaborate with other abortion funds,</li> </ul>

	<ul style="list-style-type: none"> <li>practical/legal support, and community organizations as needed</li> <li>• Communicate directly with Lilith Fund clients to provide funding to clients, offer support, and manage logistics</li> <li>• Collect and analyze hotline data, report monthly to the Board of Directors and Executive Director</li> <li>• Regularly check voicemails on administrative line</li> </ul>
<b>Qualifications</b>	<p><b>Qualifications</b> The ideal candidate will require minimal direction in order to set and effectively achieve multiple goals. Lilith Fund is looking for someone with strong personal organization and attention to detail who has the proactive spirit needed to quickly identify necessary tasks and efficiently complete them.</p> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Hotline and/or crisis counseling and/or social work experience, particularly working with low-income women, women of color, immigrant or displaced women and/or women experiencing gender-based violence and/or gender non-conforming, trans, and non-binary people</li> <li>• Must demonstrate analysis of and commitment to reproductive justice, intersectionality, anti-racism, and abortion access in Texas</li> <li>• Proficiency in TalkDesk and/or ZenDesk software</li> <li>• Spanish-language fluency</li> </ul> <p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Must be comfortable working remotely and maintain regularly weekly scheduled hours</li> <li>• Must demonstrate good judgment and maintain client confidentiality</li> <li>• Must embrace culture of experimentation and be open to trying new things</li> <li>• Must effectively communicate with the Executive Director (supervisor) via email, telephone, Google Hangout, and in person</li> <li>• Proficiency in Microsoft Office and Google Suite</li> <li>• Strong written and oral communication skills</li> <li>• Experience coordinating volunteers</li> </ul>
<b>Salary/Hours</b>	This part-time hourly position will be located in Austin (preferred), but candidates in San Antonio and Houston may also apply. Depending on qualifications, hourly rate is \$20-\$25 per hour plus a comprehensive health care package, 40 hours paid vacation time, a 401(k) plan with up to 6% employer match, and more.
<b>Application Method</b>	How to Apply Submit a 1 page cover letter and resume in <i>two separate</i> attachments via an email titled "Hotline Coordinator, [your name]" to <a href="mailto:info@lilithfund.org">info@lilithfund.org</a> . Accepting applications until July 9th. Ideal start date ASAP.
<b>Opening Date</b>	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.