



Job Description

Program Coordinator (Part-Time)

Mission

Lilith Fund funds abortion and advocates for change through the movement for reproductive justice.

Supervision

Supervised by the Executive Director; additional accountability to Lilith Fund Board of Directors

Position summary

This is a part-time employee position coordinating Lilith Fund's English- and Spanish-language hotline and direct assistance program(s). Key responsibilities include:

- coordination of daily program operations
- recruitment, training, and retention of volunteers
- hotline data, intake, and impact tracking
- monthly program reporting to Board of Directors and Executive Director
- creation, revision, and enforcement of program policies
- management of relationships with partner clinics and community organizations
- some administrative tasks and data entry
- some financial management and handling of monies
- some community outreach and education as needed

Essential job functions

- Coordinate the monthly hotline volunteer schedule to ensure continuous hotline shift coverage
- Manage the hotline's technical resources, including voicemail service used for intake, internet fax service, volunteer email listserv and shared online volunteer documents
- Maintain and document up-to-date, detailed training materials for the hotline
- Maintain and document up-to-date, detailed program policies

- Provide information to the public regarding the Lilith Fund's volunteer positions
- Schedule and facilitate hotline training classes as needed on a regular basis
- Recruit and retain a sufficient number of active hotline volunteers as needed
- Provide daily supervision, assistance and mentorship to hotline volunteers, largely via phone or internet
- Organize volunteer appreciation events, happy hours, or socials periodically
- Work with Hotline/Program Committee and Executive Director on issues of program sustainability and strategy
- Serve as primary contact for clinic relations; proactively communicate with clinic staffs regarding issues and program policies
- Proactively communicate and collaborate with other Texas abortion funds, practical/legal support, and community organizations as needed
- Communicate directly with Lilith Fund clients as needed to provide funding to clients, offer support, and manage logistics
- Collect hotline data and report monthly to the Board of Directors
- Regularly check voicemails on administrative line, retrieve mail from Post Office box, deposit checks in a timely manner and share check scans and other relevant materials with Executive Director, President, and Treasurer. Enter deposits into donor database.

Work schedule

This position works up to 20 hours per week as assigned by the supervisor.

Preferred Qualifications

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 entrepreneurial spirit needed to quickly identify necessary tasks and efficiently complete them.

- Hotline and/or crisis counseling and/or social work experience highly preferred, 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
- Must demonstrate good judgment and maintain client confidentiality
- Must demonstrate analysis of and commitment to reproductive justice, intersectionality, and abortion access in Texas
- Must effectively communicate with the Executive Director (supervisor) via email, telephone, and in person
- Proficiency in MS Office, MS Excel, Google platforms (Voice, Hangouts, Gmail) required

- Strong written and oral communication skills required
- Experience coordinating volunteers required
- Bachelor's degree or equivalent work experience preferred
- Austin preferred, but will consider candidates in San Antonio and Houston

How to Apply

Email a resume and cover letter to info@lilithfund.org with the subject "Program Coordinator." Applications will be accepted on a rolling basis until the position is filled, so we encourage applicants to apply early. Ideal start date is May 1, 2017.

**The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.*