



FOR REPRODUCTIVE EQUITY

Lilith Fund Hotline Program Assistant (Part-Time)

Lilith Fund is seeking a compassionate and highly adaptable Hotline Program Assistant to sustain the effective operation of Lilith Fund's abortion funding hotline, which offers grants to people seeking abortion in the central and southern regions of Texas. The HPA will assist in running the hotline day-to-day, including making calls to Lilith Fund clients, supporting volunteers during hotline shifts, and performing administrative tasks and data management.

About Lilith Fund

Lilith Fund provides financial assistance and emotional support while building community spaces for people who need abortions in Texas—unapologetically, with compassion and conviction. Through organizing and movement-building, we foster a positive culture around abortion, strengthen people power, and fight for reproductive justice in and with our communities. Lilith Fund's core programs include our direct assistance hotline and our client engagement program providing leadership development, emotional support, and case management services to clients.

Position Summary

The Hotline Program Assistant is a part-time position supporting Lilith Fund's English- and Spanish-language hotline and direct assistance program. Key responsibilities include:

- Assisting with daily program operations, including listening to client voicemails, returning client calls and performing intake, and tracking and managing confidential client information
- Performing administrative tasks and completing reporting and data entry and analysis
- Assist with volunteer management and communications, and provide support to volunteers during hotline shifts

Essential Job Functions

- Assist in day-to-day program operations of Lilith Fund's direct assistance hotline
- Listen to client voicemails and effectively track and manage confidential client information
- Communicate directly with Lilith Fund clients by telephone to perform intake and provide financial assistance grants
- Send follow-up text messages to Lilith Fund clients

- Assist in managing the hotline systems, technical resources, including voicemail service used for intake, internet fax service, volunteer email listserv, and shared online volunteer documents
- Provide support and assistance to hotline volunteers during hotline shifts; provide clear instructions and feedback
- Assist in organizing and facilitating volunteer appreciation activities and/or events
- Make updates to training materials and program policies for hotline volunteers as needed
- Assist in facilitating hotline training sessions as needed
- Assist in collecting, reporting, and analyzing hotline data
- Regularly check messages, calls and voicemails on administrative line and google voice phone number
- Maintain regular communication and build ongoing relationships with partner organizations, other local abortion funds, and clinic staff

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

Required

- Must be comfortable working remotely and maintaining weekly scheduled hours
- Must demonstrate good judgment and maintain client confidentiality
- Experience interacting with clients in hotline, urgent, crisis, health care, social work, service delivery, or similar environments
- Demonstrated commitment to social justice, racial equity, and reproductive justice, and strong interest in furthering Lilith Fund's vision and anti-racist values
- Strong understanding of the role of race, gender, and other identities in shaping health disparities
- Experience working with our core constituencies: low-income, women, queer, trans, and non-binary people of color; lived experience that reflects our communities is highly desirable
- Experience creating boundaries around work and practiced in self-care, with ability to ask for support when needed
- Flexibility and willingness to collaborate with team members and work independently
- Strong written and oral communication skills and ability to effectively communicate with team and supervisor via email, telephone, video conferencing, etc.
- Previous experience implementing strategies to reach programmatic goals
- Ability to learn new systems or prior experience using business technology (i.e. email, GoTo Meeting, Zoom, Google Suite, Google Meet, Slack, TalkDesk, ZenDesk, Tresorit, etc.)

- Ability to build and maintain relationships

Preferred

- Experience working with marginalized communities, particularly low-income women, women of color, immigrant or displaced women and/or women experiencing gender-based violence, queer, gender non-conforming, trans, and/or non-binary people
- Proficiency in TalkDesk and/or ZenDesk software
- Spanish-language fluency
- Strong organizational skills and ability to maintain and create systems
- Demonstrated initiative and ability to work self-sufficiently
- Experience with data review and analysis
- Experiencing utilizing a budget

Values-Driven Hiring

Lilith Fund is committed to investing in the leadership of people of color, people who have had abortions and/or who have received funding from abortion funds, low-income people, people with disabilities, immigrant people, Black and Indigenous communities, formerly incarcerated people, queer, trans, and gender nonconforming people. We do not discourage applications from or discriminate against people with a conviction history, and we do not conduct conviction history checks as a part of our hiring process. You will not be asked about your conviction history at any point in the hiring process.

Position Details

This part-time position will be located in Austin, Houston, or San Antonio, Texas, with a desired start date in March 2022. The position is work-from-home/remote. The rate of pay is \$25/hour with an expectation of 20-25 hours per week. Benefits include employer-paid health care, paid time off, a 401(k) plan with up to 6% employer match, a monthly technology stipend for working remotely, and more. The HPA reports to the Hotline Program Director.

How to Apply

Submit your resume and a 1-page cover letter, as attachments, via email to info@lilithfund.org, with the subject line "Hotline Program Assistant, [your name]". Please include your name in the file names of the attachments. **Deadline to apply is February 6, 2022.**