



## Hotline and Health Education Coordinator

### Who We Are

Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach; and through developing alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

### Core Value Statements

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one's own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions

### Position Summary

The Hotline and Health Education Coordinator (HHEC) is a key team member who will work to further our mission, vision, and values by providing non-directive information, counseling, and referrals to callers on the MN Family Planning/STI Hotline, as well as conduct all scheduling for speaking engagements for the Health Educators. The HHEC supports the whole organization by planning training and learning opportunities for our full staff by organizing in-services, learning lunches, and staff onboarding. In

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addition to these primary duties, the HHEC will complete various other tasks and administrative duties, such as maintaining data collection tools and updated reference materials.

#### **Independent Responsibilities:**

- Conduct administrative duties for the Health Education department, such as:
  - Coordinate with community partners to schedule presentations for our team of 5 educators. (often/daily–this will constitute most of your work load)
  - Schedule sex educator shifts for the hotline. (sometimes)
  - Maintain positive relationships with partner orgs, such as community agencies and school districts.
  - Stock and maintain education supply area–fliers, swag, safer sex kits, surveys, etc. (weekly)
- Answer hotline phone, online chat, and text questions regarding sexual health concerns.
  - Listen to people who contact the hotline, using Motivational Interviewing skills to help them while remaining non-directive. (daily)
  - Provide appropriate referrals for birth control, STI testing, abortions, and other sexual health services. (daily)
  - Enter demographic information on all callers. (daily)
  - Promote the hotline via mailings, social media, tabling at events, and partnering with other organizations. (monthly)
  - Maintain and update hotline materials as needed. (rarely)
- Responsible for coordinating full staff in-services, learning lunches, and new staff onboarding.
  - Engage staff for topic interest areas (quarterly)
  - Find high quality trainers/content experts in our community (monthly)
  - Handle all details related to bringing speakers in and advertising training opportunities to staff (monthly)
  - Maintain schedule for onboarding activities for all new staff. (sometimes)
- Responsible for administrative support, including:
  - Maintain systems and data–demographics, community partners, updated info on contraception and STIs, etc. (sometimes)
  - Work with Health Ed team to conduct evaluation activities. (quarterly)
  - Take notes for various meetings (weekly)

#### **Shared responsibilities:**

- Assist in creating educational materials on sexual health topics such as social media posts, print brochures, clinic databases, etc. (sometimes–quarterly)
- Uphold professional standards including trauma informed care, principles of Motivational Interviewing, and confidentiality guidelines.
- Participate in all Health Ed Department and full staff meetings. (weekly)
- Work on a variety of projects related to sexual health topics. (sometimes)

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#### **Additional Duties (not a complete list):**

- Communicate to Health Education Director program needs, goals and ongoing challenges and successes. (weekly)
- Provide input and assistance to Health Educators and other Family Tree programs as needed. (sometimes)
- Attend ongoing learning and training opportunities. (rarely)
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression. (monthly)
- Perform additional tasks and responsibilities as assigned. (sometimes)

#### **Coordination Duties**

- Most of the “Independent Duties” are also coordinator duties.

#### **Supervisory Responsibilities**

- None

#### **Qualifications:**

##### **Required:**

- Paid or unpaid related experience with event coordination, schedule coordination, or administrative support.
- Excellent verbal communication skills, including compassionate listening and speaking clearly with a calming demeanor.
- Excellent email and messaging/text writing skills including clear, concise, and detailed communication.
- Excellent organization skills, able to handle big picture and small detail aspects of work.
- Knowledge of family planning, sexually transmitted infections, and general sexual health.
- Comfortable having non-judgemental and non-directive discussions about sex, sexual dysfunction, STIs, pregnancy, and abortion.
- Creative and solutions oriented approach to processes and systems.
- Incorporates constructive feedback and strives for personal growth.
- Dependable and motivated with self-directed work habits.
- Great customer service skills.
- Ability to work independently and also as part of a team.
- Fluency with a variety of computer software, primarily Google Suite.
- Ability to professionally and strategically exercise clear boundaries when talking about sensitive topics.
- Demonstrated passion for sex ed, sexual health, reproductive justice, and/or LGBTQ+ health.

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- Recognizes ways that race, gender identity, sexual orientation, and other identities (historically and presently) intersect and play out in classrooms, the health care system, and in the workplace. Basic understanding of systems of oppression.
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression.
- Background check required.

**Preferred:**

- Extensive experience and knowledge of working with BIPOC, trans, non binary, and gender expansive communities.
- Experience working or volunteering in family planning, sexual healthcare and wellness, abortion, and/or general healthcare fields.
- Experience providing sex education, non-directive counseling, and/or customer service
- Training in Motivational Interviewing.
- Fluent in Spanish, Hmong, Somali, or another language spoken by much of our patient population.

To help ensure the health and safety of our patients, clients, students, and staff, Family Tree requires all employees be fully vaccinated against the COVID-19 virus. All new employees are required to be either fully vaccinated, have received their first dose, and/or have received any recommended booster shots within 2 weeks of hire. If you have questions about the vaccine policy, please contact our HR department at [dangelucci@familytreeclinic.org](mailto:dangelucci@familytreeclinic.org). Exceptions may be made for medical reasons and/or genuinely held religious beliefs.

**Salary & Benefits:** The hourly wage is \$20.00 per hour or higher based on experience and qualifications beyond what is required in the job description.

This is a benefits-eligible position with medical, dental, vision, life, and long-term disability insurances; paid holiday, vacation and sick time; and 2% employer matched 401k.

**Hours:** 40 hours per week. Hourly position with a 9-5 schedule, Requires occasional weekend or evening availability

**Supervisor:** The HHEC reports to the Health Education Director and works closely with other Health Education staff.

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**Typical Working Conditions:** This is an on-site job. Typical office working conditions can be expected. This is primarily a sedentary position with ability to sit or stand while working, involves typing and working on a computer for most of the workday, and is typically performed in an open office area with low-walled cubicles. The office itself is bright with a lot of natural light and bright colors. Elevator or stairs available to 2nd floor. Potential travel or tabling with the public in less controlled environments such as outdoors or at college fairs. Hazards common to clinical and educational environments including potential exposure to communicable diseases. Personal protective equipment (PPE) such as masks, face shields and hand sanitizer is provided, and masks are currently required in all Family Tree Clinic spaces.

To Apply: Please email cover letter, resume, and 3 professional references to Lindsey Hoskins (she/her/hers), at [lindsey@familytreeclinic.org](mailto:lindsey@familytreeclinic.org). If any of these are missing, the application will be considered incomplete. No calls please. Thank you for considering Family Tree Clinic.

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