Family Tree Clinic

Hotline Educator
Job Description

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 Values 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 straightforward 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:
Family Tree Clinic seeks a part-time Hotline Educator with a strong passion for sexual and reproductive health, experience working with LGBTQ communities, and a commitment to social justice. The Hotline Educator is a key team member and will work to further our mission, vision, and values through providing non-directive information, counseling, and referrals to callers on the MN Family Planning and STD Hotline. This position is worked fully remotely for now due to COVID-19, so access to reliable Wi-Fi, a computer, and a relatively quiet workspace during shifts is required. The position will eventually be worked in-clinic once it is safe to do so.

10/12/2020
The Hotline Educator is responsible for providing non-directive information, counseling and referrals to callers on Minnesota Family Planning and STD Hotline.

Responsibilities (not a complete list):
- Answer hotline phone and online chat questions regarding sexual health concerns.
- Provide appropriate referrals for birth control and other sexual health services.
- Enter demographic information on callers into the hotline database.
- Maintain and update hotline manual materials as needed.
- Attend virtual (or non-virtual during non-COVID times) tabling events to advertise the hotline and clinic.
- Participate in occasional hotline staff meetings and monthly full staff meetings (currently staff meetings are weekly but will return to monthly at some point in 2021).
- Assist the Patient Resources Manager with other tasks as needed.

Qualifications:
- Ability to work independently, with minimal supervision.
- Familiarity with Google Suite, CloudTalk, and/or similar programs.
- Comfortable having non-judgemental and non-directive discussions about sex, sexual dysfunction, STIs, pregnancy, and abortion.
- Reproductive health care, family planning, and/or sexual health care experience preferred.
- Ability to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity, socio-economic status, and religion.
- Access to Wi-Fi, computer, and a quiet working environment during scheduled shifts.

Salary & Benefits:
The starting salary is $15.75+ per hour depending on qualifications. This is a part-time, non-exempt, hourly position. This position is eligible for a benefits package including medical and dental insurance; paid vacation, sick and holidays; and a 401k with a 2% employer match.

Hours:
20-29 hours/week; some evenings and weekends are required.

Reporting Relationship:
Hotline Educators report to the Patient Resources Manager.

Typical Working Conditions
Use of office equipment requiring manual dexterity, eye-hand coordination and alertness. Position is currently available to be worked remotely due to COVID-19, but will eventually be worked in a clinic setting again.

10/12/2020
To apply: Please email resume and cover letter to El Jaeger, Patient Resources Manager, at ejaeger@familytreeclinic.org. Please, when applying for jobs at Family Tree, or anywhere really, don’t assume one’s gender based on their name. It’s cool to address cover letters by first name only, or use Mx. if you want to get formal.

*Family Tree Clinic is committed to building and maintaining a diverse staff. People of color, LGBTQ-identified individuals and Spanish-speaking individuals are strongly encouraged to apply.*