



Hotline Sex Educator

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 Sex Educator 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. The Hotline Sex Educator will complete various other tasks and administrative duties, such as maintaining data collection tools and reference materials, and disseminating safer sex kits to the local and state-wide community.

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.



Primary Responsibilities

Independent Responsibilities:

- Answer hotline phone, online chat, and text questions regarding sexual health concerns
 - Listen to people who contact the hotline, answering questions about birth control and STIs, and using Motivational Interviewing skills to provide support while remaining non-directive (daily)
 - Provide appropriate referrals for birth control, STI testing, 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 (sometimes)
- Provide administrative support, including:
 - Maintain systems and data—demographics, community partners, state-wide clinics; updated info on contraception and STIs, etc (weekly)
 - Manage safer sex kits including designing and ordering supplies; creating safer sex kits; upkeep of storage area of safer sex kits; maintenance of hotline material request form; dissemination of information and kits to greater Minnesota; distribution of supplies to folks and organizations in Twin Cities metro (weekly)
- Conduct outreach to promote the hotline as a resource for Minnesotans; specifically BIPOC folks, teens, and young adults (often)

Shared responsibilities:

- Assist in creating educational materials on sexual health topics such as social media posts, print brochures, clinic databases, etc. (sometimes)
- 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)
- Support and collaborate with the Equity Programs department to promote the hotline and other Family Tree resources, including:
 - Recruit multi-generational program participants through professional networks, email, phone, on-site or through social media platforms with the goal of connecting folks to parent classes and hotline resources (often)
 - Distribute health supplies (including pregnancy tests and EC), clinic-access materials, and information about additional resources to participants and community partners (often)
 - Attend equity programming “Lemonade Stand” events to distribute clinic-access information or sexual health resources (sometimes)
- Uphold professional standards including trauma informed care, sex-positivity, principles of Motivational Interviewing and confidentiality guidelines

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Coordination Duties

- None

Supervisory Responsibilities

- None

Additional Duties (not a complete list):

- Communicate and collaborate with Hotline Coordinator regarding 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 (sometimes)
- Participate in organizational training, workshops, and meetings focused on racial justice & anti-oppression (monthly)
- Perform additional tasks and responsibilities as assigned (sometimes)

Qualifications:

Required:

- Excellent verbal communication skills, including compassionate listening and speaking clearly with a calming demeanor
- Excellent messaging/text writing skills including clear, concise, and detailed communication
- Some knowledge of family planning, sexually transmitted infections, and general sexual health.
- Comfort having non-judgemental and non-directive discussions about sex, STIs, pregnancy, and abortion
- Incorporation of constructive feedback; strives for personal growth
- Dependable and motivated with self-directed work habits
- 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
- Willingness and excitement to work closely with Equity Programs
- Recognition of the 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

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Preferred:

- Extensive experience and knowledge of working with BIPOC, trans, non binary, and gender expansive communities
- Extensive knowledge of family planning, sexually transmitted infections, and general sexual health
- 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 hotline population
- Experience collaborating with local and state-wide equity and social programs organizations

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 evenings and one weekend day per week.

Supervisor: The HSE reports to the Health Education Manager and works closely with other Health Education staff, especially the Hotline & Health Education Coordinator

Typical Working Conditions: This is primarily an on-site job, with some evening and weekend hours worked from home. 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 the 2nd floor. Internal doors are somewhat heavy glass without accessible push buttons. 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.

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To Apply: Please email cover letter, resume, and 3 professional references to Rebecca Driker-Ohren (she/they), at rdrikerohren@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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