



**Position:** Co-Director of Case Management

**What is DCAF?**

The DC Abortion Fund (DCAF, pronounced decaf) is an all-volunteer (for now!) 501(c)(3) nonprofit that makes small grants to pregnant people seeking abortion but who cannot afford the full cost of the procedure. To date, DCAF is the only organization in the D.C. metropolitan region that focuses on providing this service.

DCAF's board of directors is composed of 14 members who oversee DCAF's operations and programs. As a working board, each member has specific areas of focus, and is involved in cross-team efforts to shape DCAF's evolution into an organization wholly embodying reproductive justice values. The board works alongside hundreds of dedicated volunteers.

This is a particularly exciting time to join DCAF's board! We are challenging ourselves to dream bigger and imagine a better, more joyful abortion funding experience that we can work toward. We are also taking steps to hire our first paid staff members!

**This role:**

In this role, you'll be one of the three of the board directors who are directly responsible for the case management program. You'll be part of the team which trains, advises, and supports volunteers who interact on the phone with the people DCAF serves. In 2019, these volunteers fielded more than 5,000 calls and disbursed a little more than \$355,000 in funding for 2,400 people. Often, because of the difficult process of putting together the funds for an abortion, people have to call multiple times, and case managers support them through the process of getting their funding gap to zero.

On any given evening, at least six DCAF volunteers are active and returning voicemails from our clients, finalizing funding and discussing the clients' needs. Alongside Benny, you'd be supporting these volunteers with troubleshooting day-to-day affairs.

You will also work closely with Harum, who's hoping to revamp the intake/case-management program entirely, with an eye toward reproductive justice.

DCAF's case management team is always in a process of learning and improving. At the center of it all, we strive to deliver excellent, affirming service to the people who call us.

**Ideally, you:**

- Are a thoughtful, compassionate, and proactive communicator
- Are committed to building trust with the rest of the DCAF leadership team
- Are comfortable asking for support when you need it
- Have been involved with case management at DCAF, have experience with another abortion fund OR are excited to learn and develop experience in funding abortions and reproductive justice



- Have experience with, or are excited to learn about, the funding and practical support process for callers who are 20+ weeks pregnant
- Understand, or want to understand, and use a [reproductive justice lens](#) when approaching this work.
- Have thought about your role as a DCAF CM through a [cultural humility lens](#) and have considered the privilege that comes with being a service provider (if you are not a current DCAF CM, you've thought about cultural humility and [service provider privilege](#) in relation to past work or volunteer experience)

**We commit to:**

- Being thoughtful, compassionate, and proactive communicators
- Putting in the work to build a trusting working relationship with you
- Actively solicit and offer feedback about how the team is running
- Supporting you

On average, we estimate this work to involve about 10-15 hours a week. It becomes more than 15 hours a week when there's a high volume of particularly complicated cases, or when there are more board events or duties. The DCAF board term limit is three 2-year terms.

**Permanent responsibilities include:**

- Responding to and troubleshooting with on-duty CMs who might have questions throughout their shift
- Help lead day-to-day budgeting and budget planning, in conjunction with the rest of the CM team
- Paying attention to CMs' practices and being proactive about offering feedback and/or touching base with the rest of the leadership team about offering feedback
- Help coordinate with senior CMs, deputies and other volunteers to ensure shifts and all administrative duties are covered
- Attend monthly board meetings, and participate in other board duties and events (all events are remote currently)
- Attend and help plan/lead monthly CM team meetings
- Maintaining case management systems, including DARIA, efaxes, callture and others, including billing and updating passwords
- Take hotline shifts on an as-needed-and-able basis (i.e. we don't want to burn you out, but we do want to ensure there are no gaps when all options are exhausted).

**Interested? Have questions, comments, suggestions? Email Harum ([harum@dcabortionfund.org](mailto:harum@dcabortionfund.org)), Meghan ([meghan@dcabortionfund.org](mailto:meghan@dcabortionfund.org)), and Benny ([benny@dcabortionfund.org](mailto:benny@dcabortionfund.org)).**