



Caller Service Coordinator
Greater Washington, D.C. Metro-area

ABOUT DC ABORTION FUND

The DC Abortion Fund (DCAF) has funded abortion care in our nation’s capital and surrounding areas since 1995, and endeavors to fill the financial gaps of our callers while fighting any and all barriers to abortion access. DCAF currently serves over 6,000 people annually who live or are seeking abortion care in D.C., Maryland, and Virginia.

DCAF is in a period of significant growth and change. In the past year, we brought on our first paid staff members; are working to build a collaborative vision for future abortion funding with other regional funds; and are navigating a post-*Dobbs* landscape. Simultaneously, we seek to constantly build upon our reproductive justice values, and center our callers and communities most impacted by abortion care restrictions—Black, Indigenous, and Brown folks, as well as historically excluded communities.

ABOUT THE ROLE

DCAF seeks a dedicated Caller Service Coordinator (CSC) to provide exceptional frontline support to callers seeking financial support for their abortions. The CSC is responsible for providing timely, compassionate, non-judgemental assistance to all DCAF callers. This includes monitoring our warmline, responding to and working directly with callers seeking abortion funding, collaborating with other funds/clinics/practical support organizations by phone/email/secure text, and maintaining contact with clinics, funds, and volunteer Case Managers.

We are looking for someone that can ensure that we are meeting the needs of all of our callers now and informing the building of systems as we continue to grow as an abortion fund. This person will need to be a proactive problem solver that has the ability to manage multiple cases simultaneously. This person will also need exceptional client service and adaptability to work within the complex and ever-changing abortion access landscape.

CORE RESPONSIBILITIES

Caller Service (approximately 80% of position)

- Monitor our warmline (voicemails and emails) and provide timely, compassionate, non-judgmental care to ALL callers.

- Keep our promise to our community and build our communities' trust by returning all calls within 24 hours.
- Complete intake with callers via phone and enter information into the caller management system.
- Create and send pledges directly to clinics for abortion services.
- Provide caller-centered support by determining the financial and/or other needs for that caller to access care –which may include offering referrals or coordinating logistics.
- Advocate on behalf of all of our callers internally and externally.
- Provide exceptional client service.
- Monitor our on-call phone daily so that clinic staff can quickly contact us in real time if someone is in clinic and has an additional need (increase pledge, resend pledge, perform last-minute intake).
- Build and maintain relationships with clinics, other funds, practical support organizations, and national organizations to collaborate, streamline, and provide better care to callers.
- Ensure timely responses to other funds, clinics, practical support orgs, and anyone else reaching out to us to support people accessing abortion.
- Decrease abortion stigma by striving to make this process as positive as possible.
- Work with the CS&E leadership team to plan, implement, and manage any changes to improve the services that we provide to our callers.
- Document and communicate with volunteer CM's to ensure smooth transition when others are monitoring the lines.
- Ensure compliance with DCAF's policies and practices including data protection and confidentiality.
- Strive to increase abortion access to those who may not know that accessing abortion is possible due to their geographical location or any other barrier that they may have.
- Within our scope, provide support to a variety of caller populations (teenagers, young adults, immigrants, etc.) experiencing a wide range of emotions regarding their abortion.
- Strategically utilize resources to support callers with their individual needs.

Data/Admin (approximately 20% of position)

- Monitor the program budget and keep the CS&E team informed of budget needs.
- Accurately and consistently collect data needed so DCAF can track any trends from our callers and work with the leadership team to improve care based on those trends.
- Assist with keeping resources up-to-date, including fund and clinic contacts.
- Contribute to the development of new resources and improvements to existing resources to support callers confidently, effectively, and efficiently.
- Technical troubleshooting and addressing any warmline issues in real time to ensure our callers can access our services.
- Participate in training and continued learning opportunities.
- Other responsibilities as necessary to support a growing Fund.

ABOUT YOU

Our ideal candidate will have a strong commitment to abortion access and the full spectrum of reproductive health care for all, as well as personal and professional alignment with our aspirational values.

Due to the nature and context of our work, we deeply value candidates that either bring lived personal or professional experiences that align with the experiences of our callers, our community, our movement, or

intersectional ecosystems (gender, economic, racial justice, etc.). This type of experience may come from direct exposure to the abortion funding or reproductive justice community, experience working with adjacent healthcare or social services sectors, or involvement in community organizing for progressive causes.

We are also seeking candidates that have a commitment to building an inclusive environment that prioritizes the wellbeing of all involved with our fund, and those committed to racial justice and working with individuals from diverse backgrounds and experiences.

Lastly, while no one candidate will embody all the qualifications listed below, the ideal candidate will also possess many of the following abilities, attributes, and experiences:

Required Skills:

- Basic computer skills, including reliable access to the internet and open to learning new technologies and software as needed.
- Ability to make calls in a private workspace.
- Lives in the D.C. metro community and has the ability to attend in-person training and programming in D.C.
- Demonstrated ability to work with a high volume of clients and multiple case records simultaneously.
- Able to work independently and collaboratively on a small team.

Preferred Soft Skills:

- 2+ years of experience in customer service, multiple phone lines, call center, or service industry.
- Proactive problem solver.
- Demonstrated ability to make suggestions to streamline processes.
- Possess excellent organizational and time management skills, and strong attention to detail.
- Flexible approach to work and ability to effectively adapt as needed due to the ever changing landscape of abortion care and the changes within our community.
- Ability to actively listen.
- Emotional intelligence.
- Self-motivated, resourceful, creative, and able to work with a significant amount of autonomy.
- Open to giving and receiving feedback and committed to practicing this regularly.
- Demonstrated investment in the advancement of the communities we serve
- Commitment to an intersectional framework that includes, but is not limited to, gender, economic, and racial justice.

Preferred Hard Skills:

- Proficiency in Google Suite.
- Proficiency in Salesforce or the ability to learn new software.
- Bilingual in Spanish and English

****A college degree is **not** required for this position.

COMPENSATION & ADDITIONAL INFORMATION

The salary range for this position is **\$50,000 - \$55,000**, subject to experience and unique skills applicants bring to the role. We reject hiring practices that don't recognize the value of lived experience or language

skills, and we know many of the identities that make up the DCAF community are also ones whose work is systemically undervalued, including but not limited to: Black, Indigenous, and People of Color, women, queer and trans people, parents, immigrants, young people, and care workers. **If that's you, we highly suggest you apply—and don't be shy about the value you bring to this role.**

Benefits

- A comprehensive health, dental, and vision benefits package through DC HealthLink.
- Unlimited paid time off and paid holidays for all full-time staff members.
- Flexible work schedule, including the option to work remotely and/or in our downtown D.C. office and core hours of 10 AM - 4PM.
- \$500 one-time stipend to cover work from home costs.

The majority of the work will be remote except for in person events, meetings, clinic visits, etc. As mentioned, there is also the option to work from our office in downtown D.C.

HOW TO APPLY

For more information about DC Abortion Fund, please visit: dcabortionfund.org.

Candidates may submit their cover letter and resume via email to jobs@dcabortionfund.org. We encourage candidates to share about how they think their lived experiences and perspectives would make them an ideal fit for the role in their cover letter.

Deadline to apply is March 17, 2023 or until the position is filled. Applicants will be evaluated on a rolling basis but are encouraged to apply as soon as possible. DC Abortion Fund is an equal opportunity employer and encourages individuals of all ethnic, racial, and socioeconomic backgrounds to apply for this position. We are committed to maximizing the diversity of our organization to reflect the rich and varied identities of the communities and people that we serve.