

The National Eating Disorders Association (NEDA) is a non-profit organization dedicated to supporting individuals and families affected by eating disorders. We campaign for prevention, improved access to quality treatment, and increased research funding to better understand and treat eating disorders. We work with partners and volunteers to develop programs and tools to help everyone who seeks assistance.

Position Description: Helpline Associate

Reports to: Helpline Supervisor

Job Summary:

The Helpline Associate is responsible for managing Helpline materials, Helpline training, and Helpline quality control. The Helpline Associate will monitor Helpline activities and assess areas of material and training improvement. The Helpline Associate will work with the Helpline Supervisors to oversee the ongoing function and continual Helpline improvement in areas of training and material distribution.

Primary Responsibilities:

Helpline Training

- ◊ Facilitate Helpline training and assess volunteer readiness to move on to different levels of training.
- ◊ Assist in updating Helpline training to accommodate ongoing changes, improvements, and additions.
- ◊ Monitor Helpline volunteer training status and give ongoing feedback to volunteers.
- ◊ Assist in the development and administration of specialized training for special functions such as Facebook moderation, click to chat, text, and live phone calls.

Helpline Quality Control

- ◊ Monitor Helpline volunteer activity daily to ensure that volunteers are completing tasks in accordance with guidelines, procedures, and training.
- ◊ Supervise volunteers and give necessary feedback to ensure they are fulfilling the responsibilities of their role.
- ◊ Review outgoing content of Helpline volunteers including chats, emails, and phone calls.
- ◊ Assess and develop new materials that are needed, additional trainings required, and overall improvements necessary to continue to serve Helpline needs.

Helpline Materials Maintenance

- ◊ Assess needs for new resources for distribution to Helpline Contacts.
- ◊ Make changes in materials necessary to be up to date on information to be distributed.
- ◊ Make changes necessary to training to keep volunteers up to date on current procedures and information.

Additional Helpline Responsibilities

- ◊ Communicate with the Director of Support Services about Helpline Needs.
- ◊ Continuously distribute appropriate current and relevant information to volunteers about ongoing events and information about which they should be prepared to answer questions while on the Helpline.
- ◊ Assist in NEDA forum management when needed.

Qualifications:

Required: This is a remote position. College degree with a basic understanding of eating disorder knowledge and basic clinical skills, such as active listening and effective communication. Ability to make judgment calls in accordance with policies and procedures. The ability to place appropriate candidates in the proper position. Supervision of volunteers is primarily done through remote communication and therefore electronic responsiveness is a key requirement for this position. Ability to recognize missing content and take initiative in improving it. Availability between 9AM and 9PM ET Monday through Friday with flexibility. For remote work, a reliable internet connection, a working computer and a headset are required.

Desired: Excellent presentation, interpersonal communication, and written communication skills. Ability to switch gears quickly and to keep calm and focused amidst change. Enjoys working with people and in teams while also being able to be independent, flexible and a resourceful worker.

Salary: Hourly