

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 Manager

Reports to: Helpline Supervisor

Job Summary:

The Helpline Manager is responsible for the overall planning and coordination of the NEDA Helpline services. The Helpline Manager is responsible for assessing helpline needs and will target areas of improvement based on outcomes reporting and observations about helpline program function. The Helpline Manager will oversee the Helpline Supervisors, work collaboratively with other Program team members, and report to the Vice President, Mission and Education.

Primary Responsibilities:

Track Helpline Activity

- Keep track of outcomes reporting concerning use and impact of the Helpline and produce monthly reports to track Helpline volume across all platforms
- Execute ongoing analysis of demographic changes to make sure training and materials correspond to needs
- Identify content areas in need of development for NEDA resources, and collaborate with Director of Education to update materials
- Communicate with programs department about related activities
- Oversee helpline activity and volunteer training to maintain quality control

Helpline Supervision

- Oversee the Helpline Supervisors in daily content monitoring, training, and tracking
- Manage research studies, support groups on NEDA Website.
- Assess training needs for staff
- Provide guidance to supervisors in emergency/crisis situations
- Step in as needed to support the Helpline team during critical times

Additional Helpline Responsibilities

- Lead weekly helpline meetings
- Maintain relationships with partners
- Identify patterns to supplement Helpline services
- Manage and update Helpline resources
- Additional tasks and responsibilities as needed to support the Programs team

Required Qualifications:

Prior experience leading a team of staff and/or volunteers

Training facilitation experience

Background in eating disorders, mental health support, or related disciplines

Strong analytical and problem-solving skills

Masters degree or equivalent experience preferred

Flexible schedule with the ability to oversee a team operating 9am-9pm Monday through Friday, with the possibility of expansion of hours.