

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:** Director of Support Services

**Job Summary:**

The Helpline Associate is responsible for supervising Helpline volunteers, implementing Helpline training, and managing Helpline quality control. The Helpline Associate will monitor Helpline activities, support volunteers, and assess areas of material and training improvement. The Helpline Associate will work with the Director of Support Services to oversee the ongoing function and continual Helpline improvement in areas of training and material distribution.

**Primary Responsibilities:**

**Helpline Quality Control**

- ◊ Monitor Helpline volunteer activity on a daily basis to support volunteers in completing tasks in accordance with guidelines.
- ◊ Supervise volunteers and give necessary guidance to support them in their role.
- ◊ Review outgoing content of Helpline volunteers including chats, text messages, emails, and phone calls.
- ◊ Advise on overall improvements necessary to continue to serve Helpline needs.

**Helpline Materials Maintenance**

- ◊ Support needs assessment for new resources for distribution to Helpline Contacts.
- ◊ Make changes in materials as necessary to have updated resources distributed to contacts.
- ◊ Communicate changes/updates in resources and procedures to Helpline volunteers.

**Helpline Training**

- ◊ Facilitate initial volunteer training and review volunteer practice assignments.
- ◊ Assess volunteer readiness to move on to different levels of training.
- ◊ Assist in the development and administration of specialized training for special functions such as Facebook moderation, click to chat, text, and live phone calls.

**Additional Helpline Responsibilities**

- ◊ Handle multiple contact volumes across all platforms (phone, chat, text) when necessary.
- ◊ Document/log conversations into the Helpline database.
- ◊ Report suspected cases of child abuse and maltreatment to child protective services and contact emergency services for the contact when needed.
- ◊ Assist in NEDA forum management when needed.

**Qualifications:**

**Required:**

- ◊ 35 hours per week 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.
- ◊ Good judgement 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 and a headset are required.

## National Eating Disorders Association

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### **Desired:**

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

**Benefits:** This is a remote full-time position with a generous benefits package.