

## Job Description

Position: Part-Time Teen Textline Manager

Responsible to: Youth Educator and Advocate

Hours: 15 hours per week, flexible except for meetings and collaborative efforts

Pay: \$15 /hour

### Purpose:

Project Safe's 24/7, anonymous, statewide textline is a resource for teens and young adults who may be experiencing Teen Dating Violence to seek support. Our Textline Manager position is responsible for promoting the textline & managing the textline by overseeing multiple operators. The position of the Textline Manager is intended to directly support the education & prevention measures of Project Safe's mission statement; fulfilled by the Youth Educator & Advocate. The Textline Managers will work closely with the Youth Educator & Advocate to bring awareness to healthy & unhealthy relationships and provide a safe space for youth to ask questions about friendships, relationships & dating.

### Responsibilities:

#### *Ensuring the Quality of the Textline*

- Ensuring quality by reviewing all textline responses, coaching interns during ongoing conversations and joining conversations if needed to ensure texters' questions are answered and needs met
- Conducting daily checks during week to ensure that responses meet organizational standards and all documentation is being completed in a timely manner
- Providing assistance and guidance to interns actively responding to texts on the textline
- Frequently checking in with interns to provide support and holding weekly office hours to address questions/concerns

#### *Providing Initial and Ongoing Training for the Textline Operators*

- Maintaining comprehensive teen text line training manual for interns/volunteers and assisting the Youth Educator and Advocate and other staff with initial training
- Conducting on-going training through use of online media including message boards, emails, text examples/troubleshooting, weekly check-ins, and regularly scheduled intern meetings

### *Structuring Textline Operations*

- Creating a schedule on a semester basis and updating as needed to ensure 24/7 coverage
- Adjusting scheduling for high volume times/presentation days to ensure there is even distribution among interns
- Participating in coverage of the textline during holidays and breaks
- Work collaboratively with the Youth Educator and Advocate, and Leadership team members to ensure consistent, quality services and program growth.

### *Promoting the Textline*

- Assist Youth Educator and Advocate with promoting Textline as needed
- At times, accompany Youth Educator and Advocate to presentations and trainings
- Present relevant information about the text line and dynamics of dating violence as requested
- Support the Youth Educator and Advocate with the creation of new educational and promotional materials

### *Other duties as assigned*

- On-call rotation with the other Textline Manager to ensure operators are supported during their time on the Textline
- Generating monthly, quarterly, and annual reports for the Textline
- Assuring operators document textline conversations correctly and within the timeframe given
- Assist with the 24/7 Crisis Hotline & direct service responsibilities as needed

Note: This position is one of two Textline Managers. You will be working together closely and collaboratively with the current Textline Manager and Youth Educator & Advocate to accomplish responsibilities.

### *Qualifications:*

- Bachelor's Degree in a relevant field or equivalent combination of education and experience
- Knowledge and experience working with students and teens
- Knowledge and experience with dating violence
- Excellent organizational skills
- Excellent written and verbal communication skills
- Excellent presentation skills