

CHOICE, Inc. -- Hotline Counselor/Community Educator

- REPORTS TO:** Program Manager
- SUMMARY:** Provide counseling, education, referrals, and advocacy over all Hotlines on HIV/AIDS, pregnancy options, reproductive, urban youth, and maternal/child health issues. Provide comprehensive sexuality education presentations to youth, young adults, adults, and professionals.
- GENERAL RESPONSIBILITIES:**
- Actively contribute to public relations efforts for CHOICE at community events;
 - Assist in the production of educational materials directed toward youth, including fact sheets, brochures, promotional pieces, and other publications;
 - Represent CHOICE on coalitions and committees as relevant to agency agendas and mission;
 - Stay informed of current information, trends, and best practices in the fields of youth development, education, adolescent, reproductive, and sexual health; stay current on relevant topical information and changes in services at key providers;
 - Participate in supplementary activities including: research, attendance at external trainings, community education, outreach, and site visits;
 - Execute other duties as requested by the Program Manager and/or Group Leader
- HOTLINE:**
- Provide accurate, complete and consistent information, referrals, and short-term counseling in a sensitive manner to anyone calling the Hotline. Address caller's needs concerning sexual, reproductive, and family health issues such as: sexually transmitted infections, pregnancy options, pre-natal care, pregnancy, sexual health, children's health insurance programs, and HIV/AIDS, specifically prevention, testing, medical care, and related social services for all of the above;
 - Advocate for the consumer, make appointments when necessary, act as facilitator between consumer and provider when required, and assist in overcoming obstacles consumers they may encounter in the healthcare system;
 - Record complete information on each call to facilitate subsequent reporting for contracts;
 - Conduct follow-up calls pertaining to consumer complaints, and complete written feedback reports;
 - Conduct quarterly Service Access Calls for the Family Planning Council
 - Conduct "Mystery Shopper" test calls
- COMMUNITY EDUCATION:**
- Assist in updating and developing new educational curriculum as necessary;
 - Facilitate comprehensive sexuality education workshops for youth, young adults, adults, and professionals;
 - Implement evaluation tools to assess the goals and objectives of educational programming;
 - Maintain accurate community education data following presentation or activity;
 - Participate in outreach and staff community health fairs;
- QUALIFICATIONS:**
- Bachelors degree or higher
 - Bi-lingual abilities desirable, especially Spanish, Khmer, Laotian, Chinese, or Vietnamese;
 - Previous experience working in counseling, health education, youth development and/or sexual health;
 - Demonstrated knowledge of positive youth development and empowerment;
 - Excellent written, computer, public speaking, communication, organizational, coaching and support skills;
 - Must be able to work independently and as a member of a team;
 - Willingness to travel within all regions of the Philadelphia area;
 - Ability to work well with a staff that is diverse in terms of race, culture, and sexual orientation;
 - Sensitivity to diversity, cultural differences, and the CHOICE mission:
- MISSION STATEMENT:** *CHOICE - Concern for Health Options: Information, Care, and Education - increases access to accurate information and essential services concerning reproductive, sexual, and family health, empowers people through education and counseling, and provides these services with empathy and respect. CHOICE works to overcome and eliminate barriers that impede access to quality health care and information for all individuals - regardless of economic status, gender, age, race, religion, culture, or sexual orientation.*
- HOURS:** Full time 40-hour per week schedule including some evenings and weekends as necessary according to Agency needs.