



Farm Aid Job Posting: Hotline Manager February, 2019

Position Overview and Organizational Summary

Farm Aid is seeking a full-time Hotline Manager to join our small but mighty staff in Cambridge, MA and to serve as Farm Aid's primary provider of farmer services, working one-on-one with farmers to address their unique resource needs through quality referrals, advice, and emotional support over the 1-800-FARM-AID hotline and farmhelp@farmaid.org email service. The Hotline Manager provides a listening ear and a critical connection to farmers and rural communities throughout the country, advancing Farm Aid's assessment of the needs of farmers nationwide and the availability of services to meet those needs. The Hotline Manager stewards Farm Aid's farmer resource database and is responsible for evaluating the hotline. The Hotline Manager also provides programmatic support to other farmer services work to ensure the effectiveness of Farm Aid's resources and programming. This position requires regular engagement with people under stress and/or dealing with dire circumstances. It can be unpredictable depending on the volume of hotline calls, natural disasters, and other challenges facing farmers. As such, the Hotline Manager is expected to be able to shift between intensive referral work and broader program management.

Farm Aid is a national, mission driven organization working to cultivate a vibrant, family farm-centered system of agriculture in America. Since 1985, Farm Aid has raised over \$53 million to support programs that help farmers thrive, expand the reach of the Good Food Movement, take action to change the dominant system of industrial agriculture and promote food from family farms.

Farm Aid recognizes that people gain skills through a variety of professional, personal, educational, and volunteer experiences. We encourage you to review the position description below. If you believe you have the qualifications and skills necessary to fulfill the responsibilities of this role, we encourage you to apply.

Essential Job Duties and Responsibilities

Hotline Operation & Management (Estimated to comprise 60% of effort)

1. Operate Farm Aid hotline and email service, providing farmers with relevant information and referrals, advice and emotional support, ensuring response to inquiries within 48 hours of initial outreach.
2. Recommend and coordinate the issuing of emergency grants to farm families in crisis with grant program and other Farm Aid staff, ensuring adherence to grant program guidelines and operations/accounting record keeping.
3. Ensure effective recordkeeping and timely tracking of all hotline contacts, coordinating with other farmer services staff to capture data on demographics, services needed and referrals.
4. Steward the resource network database, working with farmer services staff to expand relevant resources and maintain up-to-date database records.
5. Monitor literature and listservs for emerging resources for farmers, with a focus on beginning and socially disadvantaged farmers, crisis and disaster assistance, financial counseling, legal support and mental health offerings. Translate into quality referrals and online content.

6. Maintain and update hotline service guidelines, protocols and policies, informed by changes in practices and new learnings, as appropriate.

Program Evaluation & Reporting (Estimated to comprise 20% of effort)

1. Document and analyze hotline, email and resource directory usage and issue regular reports to inform Farm Aid staff of activities and possible trends.
2. Design and implement an evaluation framework to assess the strengths of Farm Aid's hotline program and identify areas for improvement around service delivery, quality and availability of services and impact on farmer livelihoods.
3. Document and share experience of farmers assisted by Farm Aid farmer services program as appropriate.

Farmer Services Programming Support (Estimated to comprise 10% of effort)

1. Translate emerging resources for farmers into relevant content, including Farmer Resource Guides, and collaborate with communications and marketing staff to ensure timely content is made available through FA communication channels.
2. Contribute to the development of the Farm Advocate Link and Disaster programs, translating hotline trends and experience to the broader community of farm service providers and work that expands the availability of resources for farmers and ranchers across the country.

General and Festival (Estimated to comprise 10% of effort)

1. Engage in planning and implementation of annual festival programming and event functions in general, with emphasis on farmer engagement where applicable.
2. Represent Farm Aid at farm conferences, meetings, trainings and with media as needed, in order to connect with partners and drive programmatic goals forward.
3. Support annual grant program with substantial proposal reading as member of review committee.
4. Participate in staff meetings, reviews, planning retreats and other related activities in support of organizational goals.
5. Other duties as assigned.

Qualifications:

- Bachelor's degree in related field and at least 3 years of specific experience in the food and agriculture sector or the social services sector, working directly with individuals in need of support, preferably including farmers and rural communities (five years of experience preferred, and required as minimum without bachelor's degree; experience with mental health and crisis training, agricultural mediation training or other trainings critical to effective farm advocacy a plus);
- Interest and desire to serve others through direct, one-on-one engagement, and demonstrated excellence in providing supportive services;
- Strong oral, written, and interpersonal skills, particularly excellence in active listening, with ability to demonstrate compassion for people dealing with challenging situations and to problem solve with them;

- Demonstrated ability to maintain effective working relationships with people from a diverse range of backgrounds, and sound judgment in maintaining professional boundaries and confidential information;
- Demonstrated aptitude and/or experience in program development and implementation, including program monitoring, evaluation and impact assessment;
- Demonstrated team player, with initiative and ability to work both independently and with others;
- Demonstrated ability to document and track data and information;
- Experience and demonstrated aptitude with data documentation and tracking, and technical proficiency with Microsoft Office required (Word and especially Excel), proficiency with CRM/database management system (Filemaker Pro preferred);
- Willingness and flexibility for periodic national travel as needed (less than 5% anticipated)

HOW TO APPLY:

If you possess many of these characteristics and qualifications and are excited about this opportunity, we'd love to hear from you! ***Early applications are strongly encouraged, as applications will be considered as they are received.***

- Submit your application to hire@farmaid.org with "Hotline Manager" in the subject line. We will accept submissions through March, 2019 and seek to complete the hiring process as soon as possible. Applications will be considered as they are received. No calls please.
- In your application, include the following: a **cover letter** indicating where you learned of this opportunity and highlighting your experience and skills relevant to the position and listed qualifications, a **current resume**, and a **writing sample or example of relevant work**.
- Candidates invited to compete for the position may be asked to complete sample projects.
- Salary is commensurate with experience, market rate and organizational compensation framework, within a range of \$45-54K.
- This position is expected to be located in the Cambridge office.

Farm Aid is an equal opportunity employer and as such, we do not discriminate against any team member or candidate because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy, or any other basis protected by law. We encourage all to apply because we believe a diversity of voices leads to better discussions, decisions, and outcomes for everyone.

For more information about Farm Aid, please visit www.farmaid.org

Farm Aid offers generous benefits including four weeks of vacation and 100% health insurance premium coverage.

English fluency with speaking, reading and writing required. Proficiency in other languages desired but not required.