



OurPath

Your partner isn't straight? You're not alone.

Job Description

Triage Team

Triage Assistant

Estimated Time Commitment: Approximately 1+ hour/day

Position Hierarchy: Persons in this position report directly to the Triage Manager and ultimately to the Executive Director.

Position Requirements: Ability to write and converse in English, ability to talk via phone, ability to use email to compose and respond to email. Ability to use the internet to connect to other online capabilities. Ability to be on Facebook and be in all of the organization's private FB groups. (An alias may be used.)

Organization Purpose: All volunteers support the purpose and mission of the organization. OurPath's primary purpose is to provide peer-to-peer support for and healthy healing to people impacted by the discovery that their partner is LGBT+. We also aim to educate the public about the plight and needs of straight partners.

OurPath's three-prong **Mission** is:

- **REACHING OUT** to increase visibility of Straight Partners and accessibility to support.
- **HEALING** and empowering Straight Partners and Partners of Trans People to cope constructively.
- **BUILDING BRIDGES** between spouses, within families, and with the larger community through support, education, and advocacy.

Position Summary:

The Triage Team receives incoming requests for personal support via our website and voicemail line. Each request is handled individually, and each vetted request is referred to the appropriate volunteer. The Triage Team connects with volunteers to follow up on referrals, to provide feedback and assistance.

Detailed Description:

- Check Triage email in-box daily for new support requests that fall within the organization's area of responsibility.
- Read each support request in its entirety, then apply experience and judgement to determine if the request / individual meets the qualifications for support, and whether it seems authentic.
- If request falls within our scope for support, perform additional vetting by checking that the IP address that sent the request matches the geographic location the requester has identified themselves as being in.
- If there is any doubt regarding the authenticity / eligibility for support, perform further investigative work; interact with the requester to find out more about their situation, look for their FB profile, etc.
- If request is determined not to qualify for our assistance, write back to requester to recommend alternatives. If there are questions about how to handle these, consult the Triage Manager, Executive Director, an/or the Board & Staff Slack channel for input.
- Consult Triage Guide to determine best volunteer match for the requester.
- Send requester an email (based on a template) giving them their volunteer match's name and contact info, cc-ing the chosen volunteer.
- Follow up on any requesters who write back with questions, concerns, or to say that their volunteer hasn't communicated with them within 48 hours.

THANK YOU for your interest in supporting your fellow straight partners through their journey and challenges. You are a vital part of them healing in a healthy way, and being able to move on with confidence in themselves and their future.