

Organization:	Springboard HealthLab
Position:	Director of Logistics, Customer Service, and Navigation
Reports to:	Executive Director
Pay:	\$95,000
FTE:	Full-time
Deadline:	Open until filled. Position can start as early as 10/1/2022.

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## Position Overview

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Springboard HealthLab was founded in 2021 with a clear goal: to support big ideas that can improve health equity. Springboard is focused on supporting projects to turn promising ideas into new ventures, and then helping them find a permanent home.

Housed at Springboard HealthLab, Building Healthy Online Communities (BHOC) is a consortium of public health organizations working in partnership with dating apps to improve sexual health outcomes for app users. We're a small but mighty team that works on home testing and supporting anti-stigma and sexual health features on dating apps. The Director of Logistics, Customer Service, and Navigation oversees direct contacts with participants of the national home testing program to ensure all needs are met and additional sexual health referrals and linkages are completed.

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## Job Description

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This is a full-time, director-level position, developing and creating customer service and navigation protocols for a national HIV self-testing program, as well as overseeing three staff positions that will conduct direct service to participants of the national home testing program. The position is funded through a 5-year contract that begins Sept 30, 2022.

Here is a list of the primary duties and responsibilities for this position:

**National home testing programmatic support:**

- Create processes and protocols in English and Spanish for customer service, participant engagement, and navigation to additional sexual health services, with thoughtful consideration of participant knowledge, needs, accessibility, and inclusion

- Provide training and supervision to three direct service staff
- Ensure complete documentation of all services
- Trouble-shoot, provide quality assurance, and identify mechanisms to improve all relevant services in an ongoing way
- Develop, refine and oversee the creation of a referral network for PrEP, sexual health, and wellbeing needs for participants
- Create and maintain a calendar to cover as many hours of service as possible for program participants
- In coordination with project partners, assist with ensuring a smooth operation of the home testing service

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## **Skills and Experience**

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### Required Skills and Experience

- At least 5 years of full-time experience, or equivalent, in sexual health field
- Experience overseeing direct service staff
- Excellent communication skills, both written and oral
- Strong project management skills, with an ability to multi-task and be flexible in the face of competing priorities
- Well-versed in health equity principles
- Commitment to engage in anti-racism work
- Ability to move work forward independently, with general guidance
- Proficient with MS Office applications (Word, Excel, PowerPoint) and web-or app-based communication platforms (e.g., Zoom, Slack), and comfortable learning new technology
- Experience with administrative tasks, such as scheduling, note-taking, and organizing documents
- In recognition that talent is not always dependent on academic degrees or years of experience, we have no minimum qualifications in these areas.

Knowledge of and comfort with the following is an added benefit:

- Dating apps
- G-suite
- Customer service experience
- Strong knowledge of local and/or national sexual health resources

*Bilingual (English/Spanish) applicants strongly preferred.*

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### **Additional Information**

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- Springboard HealthLab ([springboardhealthlab.org](https://springboardhealthlab.org)) is a virtual workplace, with no physical office. All of our staff work from their homes, but we work hard to foster a remote supportive team environment.
- The successful candidate may be located anywhere, as long as they are eligible to work in the US and can be available during at least part of regular work hours in Pacific Time.

## **Application Instructions**

***People of color, members of LGBTQ+ communities, and other people with lived expertise in communities affected by health inequities are strongly encouraged to apply. We value the unique experiences, strengths, and perspectives that the applicant will bring to this position. Therefore, we will take into account not just academic training but also real work and life experience, engaging in a holistic review of each applicant's personal and professional experience, skills, and values.***

Please submit the following to Jen Hecht, Executive Director, at [apply@springboardhealthlab.org](mailto:apply@springboardhealthlab.org):

- Cover letter that describes your interest in this position, your professional sexual health experience, and why you think a customer service approach is useful for this position
- Resume or CV
- Three references with contact information (current or former supervisors or co-workers, professors or teachers, or other professional references welcome). We won't check the references without communicating with you first.