

Survivor Support Specialist

Zero Abuse Project is seeking a **Survivor Support Specialist** to support the ongoing needs of its newly launched federal grant project, SurvivorSpace, a new website and mobile app for survivors of child sexual abuse (CSA). The Survivor Support Specialist will be primarily responsible for supporting the SurvivorSpace Project Director and Program Coordinator in managing major aspects of a two-year federal grant and its deliverables; moderating the site's online chat forum, SurvivorForum; assisting with the coordination and delivery of clinically-moderated discussion groups for survivors; and supporting content development and special features for SurvivorSpace. This position will be a unique blend of victim services, content development, project coordination, and administrative responsibilities. The ideal candidate will have experience working directly with survivors and managing programmatic and administrative responsibilities.

Responsibilities:

Online Forum and Chat Discussion Group Moderation and Procedures Development (40%)

- Serve as a victim assistance subject matter expert to ensure that website content, online forum posts and discussion threads, featured news stories, and chat-based discussion group topics are trauma-informed and appropriate for survivors of CSA
- Develop procedures and policies related to the SurvivorForum and online chat discussion groups to ensure clear guidelines and a safe environment for SurvivorForum users and discussion group participants
- Serve as the main moderator of an online forum/chat room (business hours) to ensure that posts are appropriate and survivor-informed
- Serve as the main coordinator of, and staff moderator for, two weekly chat-based discussion groups, including assisting the clinician(s) leading the groups
- Develop and monitor a simple feedback form for discussion group participants to continually improve participants' experience

Content Curation/Development (30%)

- Continually develop and curate Tip Sheet, video, podcast, resource, and other content to keep the site dynamic, timely, and relevant to adult survivors of CSA and professionals who work with survivors, such as criminal justice personnel, youth-serving organizations, and faith communities
- Identify and engage with survivors and other contracted subject matter experts to curate/develop content for survivors and other site users
- Curate podcasts, news stories, national resources, and institutional resources for inclusion on the site
- Support regular updating of the civil statutes of limitations information provided on the site

Project Coordination (15%)

- Assist with planning, developing, and implementing the project's "Conversations with Survivors" video series and themed SurvivorSpotlights
- Oversee translation and closed captioning for the "Conversations with Survivors" video series; SurvivorSpotlights; and civil litigation intake form
- Assist with the development of marketing and communications materials to encourage people to visit the site and download the mobile app
- Assist with grant reporting

Administrative (10%)

- Manage online discussion group scheduling and registration process
- Schedule back-up moderators for SurvivorForum and weekly discussion groups
- Manage and maintain data on SurvivorSpace programs (e.g. SurvivorSpotlights, website listings, interactive SOL map)
- Assist Program Coordinator with making updates to the SurvivorSpace website
- Evaluate processes and systems to enhance SurvivorSpace website sustainability and growth

Direct Survivor Support (5%)

- Communicate with and, when needed, provide direct support to the survivors working with Zero Abuse on content development, the "Conversations with Survivors" series, and SurvivorSpotlights to ensure their well-being as they engage in this project

Minimum Qualifications and Experience:

- 3-5 years experience providing direct victim assistance to child abuse or sexual violence survivors
- Demonstrated experience developing or curating content
- Demonstrated experience working in a programmatic and/or administrative role, preferably in a non-profit setting
- Ability to work independently and exercise judgment in analyzing and investigating a variety of questions or problems
- Commitment to working collaboratively with colleagues and partners
- Comfortability with speaking with adult survivors of child sexual abuse
- Strong understanding of internet technology, web hosting, and an ability to use technology to update content on a WordPress website
- Ability to utilize technology such as Zoom, online forums/chat rooms, and registration tools (i.e., EventBrite)
- Working knowledge of Microsoft Office, Google Suite, and Adobe and comfort learning new technology platforms quickly

Preferred Qualifications or Experience:

- Website development experience (specifically experience working with WordPress and Elementor)
- Experience moderating online or in-person chat forums or support groups
- Experience working on a federal or state grant

Travel Requirements:

- Travel will likely not be more than 5% work time per year.

Salary:

- Salary: \$57,000-\$62,000 commensurate with experience.

Other Information:

- Reports to the Chief Program Officer, Victim Services
- FLSA exempt position
- Fully-remote agency
- This position may be based anywhere in the continental United States with reliable internet
- Flexible schedule

To Apply:

Send the following materials to careers@zeroabuseproject.org:

- Cover letter
- Resume

Please use the subject line 'Survivor Support Specialist – [your name]' and include all materials as attachments

Zero Abuse Project is an equal opportunity employer. Zero Abuse encourages all qualified applicants to apply, especially people of color and those who identify as a member of an underserved group. We value diversity and are committed to an inclusive workforce. Zero Abuse offers an excellent benefits package including: health, dental, and vision insurance, 401(k) retirement plan with match, disability insurance, life insurance, and generous paid time off including organization-wide closures the week of July 4th and the last week of the year.