



Practical Support Manager

Remote position based in Maryland

ABOUT BALTIMORE ABORTION FUND

The **Baltimore Abortion Fund** (BAF), founded in 2014, is a nonprofit organization that provides assistance to individuals who live in or travel to Maryland for abortion care. BAF is part of the National Network for Abortion Funds, which includes over 70 independently operated funds across the United States supporting the reproductive health decisions of their callers. BAF operates a confidential helpline and makes financial commitments to fill the gap between what callers can afford and the full cost of their procedures, connects callers to practical support resources, and provides information on how to access abortion care. Using an [intersectional reproductive justice lens](#), BAF works to dismantle white supremacy by removing systemic barriers people face when accessing abortion care. BAF also actively works to reduce abortion stigma within Maryland and participates in the broader conversations shaping local and state-wide policy affecting our callers. Learn more about our impact [here](#).

THE OPPORTUNITY

BAF seeks a **Practical Support Manager** to assess and deploy individualized practical support and case management services to our diverse callers, in support of their varied needs. Reporting to the Director of Resource Coordination, this position will provide practical support including, but is not limited to, transportation, translation services, childcare, lodging, and other support that ensures unobstructed access to each caller's full reproductive options. The Practical Support Manager will build structures, systems, and processes that maintain an ecosystem of practical support partners coordinating services across Maryland and identify and cultivate new partnerships. They will also work closely with the case BAF resource management team and support the client intake process, conducting calls, collecting and organizing caller documentation, drafting correspondence, and maintaining contact with clients and designated family members or caretakers.

The ideal candidate will have a commitment to reproductive justice, an understanding of the trauma endured by our clients, including issues pertaining to gender, race, poverty, and class, and will be able to work effectively in a diverse and progressive office environment. They will share BAF's core belief in the value and importance of access to a full spectrum of reproductive health options and operate with a high degree of confidentiality and respect for our callers. They will be a flexible self-starter who is willing to tackle new projects and take on additional work as necessitated by the evolving needs of our callers and team.

BAF values shared power, collaborative decision-making, and mutual accountability among colleagues, and the Practical Support Manager will work strategically with BAF's Co-Director Team, consisting of the Director of Development and Communications and the Director of Resource Coordination, and the rest of the staff to maintain the organizational structures that support these values for BAF's entire five-person team.

KEY QUALIFICATIONS

The Practical Support Manager will demonstrate success through their proficiency of these key competencies:

Mission & Values Alignment: You bring a strong commitment to abortion access and full reproductive healthcare for all and an understanding and appreciation of the barriers to reproductive health and a passion for removing those barriers.

Strong Collaborator and Relationship Builder: You are people-centered and you build relationships and facilitate communication that fosters trust, values difference, and furthers BAF's impact and work.

Team Leadership and Managing for Results: You bring prior experience managing relationships, projects, and yourself to achieve results for BAF callers that drive organizational impact.

Emotional Intelligence: You demonstrate self-awareness, understand the perspectives of others, and approach interpersonal relationships with empathy.

KEY RESPONSIBILITIES

Coordinate Practical Support! As part of the BAF Resource Coordination team, you will:

- coordinate the booking and provisioning of practical support services to BAF callers.
- create, learn, and refine best practices for providing practical support to BAF callers with a variety of needs, including transportation, childcare, language translation, and hotels and lodging.
- update and monitor BAF's monthly practical support budget.
- and partner as needed and as appropriate with other abortion funds and practical support providers for BAF callers.

Fund Abortion! As part of the Resource Coordination Team, you will answer a high-volume helpline and its messaging system on a regular and consistent basis. On the helpline, people will call to be connected to funding and other resources to help them obtain an abortion. On the line, you will triage callers and provide compassionate and non-judgmental case management to each caller. This includes but is not limited to:

- making financial commitments to BAF callers based on internal budget and caller need.
- sending accurate financial commitments to clinics in a timely manner, connecting with other funds and clinics to ensure external support.
- and assisting with any other supportive services and resources that the caller may need at that time.

Additionally, you will accurately enter caller data into BAF's database, understand and consider BAF's budget, and follow-up with callers after their procedures for quality assurance and power building.

Build power! In this position, it will be necessary to collaborate with your team members in order to create an organization that is built on shared values. This will include being active in a shared-power system that clearly defines areas of collaboration vs. autonomy for all staff roles and incorporates relevant perspectives into decision-making. You will provide and receive ongoing mentorship and take an active role in building justice-based and equitable policies and procedures that dismantle systems, structures, and processes that are oppressive and support an organizational culture that intentionally removes barriers that prevent staff members from showing up as their preferred selves at work.

Scale up! BAF is at an exciting inflection point as it is assembling a team of full-time staff. This means that the ideal candidate is open to a role that continues to evolve and grow and recognizes that the scale and scope of the work may change as BAF scales. Consequently, there will be special projects and initiatives that will require the leadership and support of the Practical Support Manager. The ideal candidate would be someone who brings their own passion to this work and is willing to be flexible with organizational growth.

BENEFITS AND SALARY

The starting salary for this position is \$65,000, plus robust health and leave benefits.

HOW TO APPLY

Candidates may submit their cover letter, outlining their interest and qualifications, along with their resume via NPAG's [website](#). Candidates are encouraged to apply even without meeting 100% of the role requirement.

WORK ENVIRONMENT

The physical demands and work environment described here are representative of those an employee encounters while performing essential functions of this job. We reasonably accommodate staff members and/or applicants with disabilities.

AN EQUAL-OPPORTUNITY EMPLOYER WITH A COMMITMENT TO JUSTICE

As an organization working in solidarity with the reproductive justice movement, BAF is committed to fostering the leadership and elevating the voices of women, young people, people of color, Native people, immigrant and refugees, low-income people, LGBTQ+, and transgender, gender non-conforming, and non-binary people, people who have had abortions, people with disabilities, young parents, people who were formerly imprisoned, people who have received funding for abortions, and people living in the many intersections of these experiences. We encourage people from these communities to apply.