



**INTERNATIONAL END OF LIFE DOULA ASSOCIATION**  
**Educator Assistant (EA) | Part-time / Remote**

**INELDA's Educator Assistant (EA) w/ customer support** role is vital to successfully executing all our course offerings. The EA ensures a seamless and positive learner experience, allowing educators to concentrate fully on delivering valuable content. This role supports a variety of programs, including End-of-Life Doula Training, as well as classes, workshops, and monthly webinars. We are particularly seeking individuals fluent in Spanish and those in the Pacific time zone, though all qualified applicants are welcome to apply.

## Organization

The International End-of-Life Doula Association (INELDA), formed in 2015, is a member-based nonprofit working to meet the non-medical needs of the dying by raising awareness of the roles of end-of-life doulas and providing education to support compassionate deathcare. INELDA has trained over 6,500+ doulas globally, including staff at hospice organizations and medical care facilities.

We are a dedicated team passionate about providing doula support to those planning for and facing end-of-life. Our organization's culture is open, dedicated, inclusive, supportive, forward-looking, and driven by people who want to impact a system that has left people disenfranchised.

## Position

Educator Assistants partner closely with the EA Coordinator, INELDA educators, webinar guests, and INELDA community-at-large during online virtual meetings lasting anywhere from 2 to 9 hours per session. Work time may vary from daytime, evenings, and weekends. This essential role ensures the delivery of our online education and quality learner experience. This part-time, remote position requires access to a computer or laptop that can accommodate an uninterrupted and stable wifi/internet connection. Technology, devices, or equipment needed for the position will not be provided by INELDA, and should be supplied by the EA for each online session to ensure a smooth, consistent experience for our learners.

## Responsibilities

### Pre-training / class or workshop session

- Ensure knowledge of requirements & policies for each learning offering
- Ensure understanding of all schedules, practices & specifics for each learning offering
- Meet with educators to review agendas and plan for the upcoming offering
- Respond to EA phone text messages and voicemails before, during, and following virtual sessions
- Assist learners with any technical questions or issues during class time
- Test Zoom login, Gmail access & Google voice messaging and texts

### Live support for training / class or workshop sessions

- Log in at least 30 minutes before each session and co-host each session with the educators
- Make appropriate participant settings, including recording and enabling closed-captioning
- Perform all Zoom administrative responsibilities during each session
- Remain on camera and engage with learners
- Facilitate all technical requirements, i.e., chat, waiting room, breakouts, polls
- Respond to and troubleshoot technical issues
- Respond to or direct learner questions to the educator

### Participate in training discussions and activities

- Actively participate in training discussions and activities, providing essential support to educators and contributing to the facilitation of learning experiences
- Engage in group discussions, focusing on cultural narratives surrounding death and dying plans
- Hold space in the Wellness breakout room, creating a nurturing and empathetic environment where participants can process their emotions and reflections
- Support Participants in breakout group activities, as needed during the training

### Post-training / class or workshop session

- Consolidate session chat log into a resource document to be shared with the Program Directors before sharing it with the Operations Team
- Fulfill any recording requests in partnership with the Program Directors
- Debrief with the educator after the completion of each session
- Share any chat feedback with educators after each session
- Run attendance reports and fill out an attendance tracker after each session. Take necessary action before the next session
- Export poll results to share with others on the Program team

### Remote Customer Service Support

- Manage and respond to incoming calls and messages via Google Voice in a timely and professional manner
- Respond to emails in the INELDA Gmail account, providing clear, accurate, and helpful information
- Make outgoing calls as needed for follow-ups, scheduling, or responding to inquiries
- Maintain accurate records of communications and interactions with clients in INELDA's database
- Assist in resolving customer inquiries, directing them to the appropriate resources or departments when necessary
- Provide excellent customer service by offering a compassionate and supportive tone when interacting with clients who may be in sensitive or emotional situations
- Collaborate with INELDA team members to ensure client needs are met and information is shared appropriately
- Escalate issues to the appropriate team members when necessary

## Qualifications

### Required Skills or Experience:

- Excellent written and verbal communication skills
- Previous work interaction with learners and/or clients
- Proven problem-solving skills
- Proficiency in Zoom management
- Customer service experience

### Preferred Skills or Experience:

- Knowledge of other web-based video conferencing tools
- Comfortable learning new computer software
- Prior experience providing online tech support
- Knowledge of end-of-life care, functions of end-of-life doulas
- Trauma-informed care or trauma-informed education
- Previously completed INELDA's end-of-life doula training or other

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**Compensation range: \$19 - \$21 / hr (1099 contractor)**

\*Medical benefits are not available with part-time positions

*All applicants and employees are given equal opportunities in employment and contracting activities regardless of race, religion, color, national origin, sex, age, disability, or any other protected characteristic.*

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We ask that an applicant provide a cover letter with their resume/curriculum vitae to [humanresources@inelda.org](mailto:humanresources@inelda.org). Your cover letter should address any experience in the deathcare community and why they want to be part of this learning environment.