

SERVICE COORDINATOR

Job description | The Liver and Kidney Hope Foundation (TLHF)

Title	Service Coordinator	Reports to	Social Work Director (or COO)
Department	Social Work and Services	Direct reports	None; guides service volunteers
Classification	Full-time; non-exempt (hourly)	Work location	Nevada; hybrid and community sites
Schedule	Full-time; some evenings for groups	Compensation	To be set by the Board of Directors
Prepared by	_____	Approved / date	_____

Position summary

The Service Coordinator is the first point of contact for people who seek help from TLHF, a Nevada 501(c)(3) nonprofit that provides liver and kidney health education, community support, and outreach. The Coordinator receives and reviews requests and Applications for Services, matches participants to support groups, education, and resources, schedules and tracks services, follows up so no one falls through the cracks, and keeps accurate, confidential records. The role works under the Social Work department, passes any clinical or risk concerns to a licensed social worker right away, and stays within a non-clinical, education and support scope. The Coordinator does not provide medical advice, counseling, or diagnosis.

Intake welcome and review	Match connect to services	Schedule groups and follow-up	Records accurate, confidential
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A Intake and Applications for Services

- Answer calls, emails, web forms, and walk-ins warmly and promptly; respond within two business days.
- Guide people through the Application for Services, including the wellness questionnaire, and check that forms are complete.
- Record the person's needs and preferences, and explain TLHF services and what TLHF can and cannot do.
- Flag any concern on the questionnaire or in a conversation to a licensed social worker immediately.

B Service matching and scheduling

- Match participants to support groups (kidney, dialysis, liver, transplant, caregivers, living donors, grief), education, and resources.
- Maintain support group calendars, locations, and video links; send reminders; and manage waitlists.
- Coordinate rooms, equipment, interpreters, accessibility needs, and transportation assistance.
- Confirm attendance and follow up after first visits.

KEY RESPONSIBILITIES (CONTINUED)

Essential functions of the Service Coordinator

C Resource navigation and referrals

- Use the resource directory to connect people to trusted help with insurance, Medicare, transportation, food, housing, utilities, and national organizations.
- Make warm handoffs to partners and the Social Work department, and confirm the person was connected.
- Keep the resource directory up to date: confirm phone numbers, websites, and eligibility rules.
- Track every referral until it is complete.

D Participant communication

- Communicate by phone, email, and text in plain language, and with consent, in the participant's preferred language and method.
- Send welcome packets, meeting information, and follow-up surveys.
- Treat every participant with dignity, patience, and cultural humility, including people who are frightened, grieving, or overwhelmed.
- Handle complaints courteously and pass them to the supervisor.

E Records, data, and reporting

- Enter accurate, timely records in the participant database and keep paper files secure.
- Track intake numbers, wait times, referrals, attendance, and satisfaction.
- Produce regular reports for the Social Work Director, COO, and funders, and help with grant data.
- Help improve forms and processes based on what participants and staff say.

F Support to the Social Work team

- Prepare files, schedule appointments, and track follow-ups for the Social Worker.
- Help recruit, orient, and schedule group facilitators and volunteers with the Volunteer Program.
- Support events and outreach with registration and sign-in.

RESPONSIBILITIES AND QUALIFICATIONS

What the role requires

G Confidentiality, safety, and scope

- Keep all participant information confidential; share it only with consent or as policy and law require.
- If someone may be in danger, call 911 or 988 as procedure directs and notify a licensed social worker and the supervisor immediately.
- Stay within a non-clinical scope: do not give medical, legal, or financial advice, or counsel participants.
- Follow policies for privacy, data security, consent, releases of information, and incident reporting.

H Quality and professional growth

- Complete required training: confidentiality, crisis procedures, boundaries, cultural humility, and mandatory reporting awareness.
- Ask for supervision and support when a conversation is difficult.

I Teamwork

- Work with Social Work, Volunteer Program, Community Outreach, Event Coordination, Marketing, and chapters.
- Represent TLHF with warmth and uphold its values of health, awareness, and hope.

Qualifications

Required qualifications	Preferred qualifications
• High school diploma or equivalent, with an associate's or bachelor's degree preferred • 2 or more years of experience in customer service, healthcare administration, social services, or nonprofit work • Strong listening, writing, phone, and computer skills • Comfort with databases, calendars, and video meetings • Ability to handle sensitive information with discretion • Ability to pass a background check	• Experience in nephrology, hepatology, dialysis, transplant, or patient support settings • Community health worker (CHW) training, Mental Health First Aid, or similar • Bilingual ability (for example Spanish and English) • Knowledge of Medicare, Medicaid, and community resources • Lived experience with kidney or liver disease, or as a caregiver

COMPETENCIES, SUCCESS MEASURES, AND FIRST 90 DAYS

What good performance looks like

Competencies

Core competencies	What it looks like
Empathy and patience	Listens well and puts people at ease
Organization and accuracy	Keeps schedules, records, and referrals correct
Discretion and boundaries	Protects privacy and stays within scope
Clear communication	Uses plain language and confirms understanding
Reliability and follow-through	Follows up until each person is connected

Success measures

Success measure (examples; targets set annually)	How it is tracked
New requests answered within two business days	Intake log
Referrals completed and confirmed	Referral tracker
Support group attendance and waitlist time	Attendance and waitlist reports
Participant satisfaction	Surveys and feedback
Complete, accurate, secure records; concerns escalated on time	File audits and incident reviews

The first 90 days

FIRST 30 DAYS	FIRST 60 DAYS	FIRST 90 DAYS
Complete orientation and training. Learn the Application for Services, database, and resource directory. Shadow intake and groups.	Handle intake with support. Take over group scheduling and reminders. Audit and update the directory.	Run intake independently. Present a service report with two process improvements.

AUTHORITY, WORKING CONDITIONS, AND ACKNOWLEDGMENT

Decision rights and legal statements

Decision-making authority

Area	Authority of the Service Coordinator (limits set by the supervisor, COO, and policy)
Intake	Accept and process requests and applications; decisions about eligibility exceptions go to the supervisor
Referrals	Refer people to approved partners and resources; clinical or risk concerns go to a licensed social worker immediately
Confidential information	Share only with consent or when required by law or to prevent serious harm
Scheduling	Set and change group schedules within the approved calendar
Spending	Approve small participant support costs up to \$_____ if authorized by the budget and process; otherwise recommend

Working conditions and physical requirements

- Office, hybrid, and community work; occasional evening work for support groups; local travel.
- Ability to sit, use a computer and phone, speak and hear for extended periods, and lift up to 25 pounds for setup, with or without reasonable accommodation.
- Work involves sensitive health-related topics and emotionally difficult conversations.

Legal statements

Equal employment opportunity: TLHF is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or any other protected status. Reasonable accommodations are provided to qualified individuals with disabilities. **At-will employment:** This description is not an employment contract. Employment is at will, and duties may be changed as organizational needs require.

Acknowledgment

Employee signature	_____	Date	_____
Printed name	_____	Supervisor signature	_____
COO signature	_____	Date	_____