

COMMUNITY OUTREACH COORDINATOR

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

Title	Community Outreach Coordinator	Reports to	Marketing Manager (or COO)
Department	Outreach and Marketing	Direct reports	Outreach volunteers and ambassadors
Classification	Full-time; exempt status per HR	Work location	Nevada; field work and community sites
Schedule	Full-time; evenings and weekends for events	Compensation	To be set by the Board of Directors
Prepared by	_____	Approved / date	_____

Position summary

The Community Outreach Coordinator is the face of TLHF in the community. TLHF is a Nevada 501(c)(3) nonprofit that provides liver and kidney health education, community support, and outreach. The Coordinator plans and carries out outreach at health fairs, hospitals, dialysis units, clinics, faith and community organizations, and schools, builds partnerships, shares reliable education, and connects people to TLHF support groups and resources. The role helps TLHF reach people who are often missed, including people with limited access to care or information, with respect, cultural humility, and plain language. Outreach shares education and support and does not provide medical advice or diagnosis.

Reach events and presentations	Partners hospitals, clinics, groups	Referrals people connected to help	Equity access for all communities
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A Outreach planning and community engagement

- Create an annual outreach plan with goals, target communities, calendar, and budget, with the Marketing Manager.
- Identify community needs and gaps in awareness, screening access, and support, using data and community input.
- Build trusted relationships with community leaders, faith groups, schools, employers, and cultural organizations.
- Tailor messages and materials to different languages, literacy levels, and cultures.

B Events and presentations

- Plan, staff, and run outreach booths, health fairs, workshops, webinars, and awareness events, including organ donation and kidney and liver health months.
- Deliver clear, engaging presentations to patients, families, professionals, and the public.
- Manage event logistics: permits, materials, volunteers, transportation, setup, and safety.
- Gather contact information and consent for follow-up in a respectful, voluntary way.

KEY RESPONSIBILITIES (CONTINUED)

Essential functions of the Community Outreach Coordinator

C Partnerships and referrals

- Develop and maintain partnerships with hospitals, dialysis centers, transplant programs, primary care and community clinics, pharmacies, and public health agencies.
- Connect people to TLHF support groups, education, and resources, and to the Social Work department for follow-up.
- Build a referral network that sends people to TLHF and helps TLHF send people to the right help.
- Work with the Volunteer Program to recruit and train outreach volunteers and ambassadors.

D Education and awareness

- Share TLHF education materials that have been reviewed for accuracy, and use the approved library of fact sheets and guides.
- Promote early detection and prevention awareness, healthy habits, and organ donation messages.
- Answer questions about TLHF and refer medical questions to the person's own healthcare team.
- Help people find trusted national resources and hotlines.

E Chapter and expansion support

- Support Chapter Managers with local outreach plans, materials, and training.
- Research communities and partners in new locations to help TLHF plan expansion, with the COO and CEO.
- Share outreach lessons and promising practices across chapters.

F Data, reporting, and quality

- Track events, contacts, referrals, attendance, and outcomes in the approved database.
- Report results monthly and quarterly, with stories and lessons learned.
- Collect feedback from partners and participants and use it to improve outreach.

RESPONSIBILITIES AND QUALIFICATIONS

What the role requires

G Compliance, privacy, and safety

- Follow TLHF policies on privacy, confidentiality, photography and consent, and respectful, non-discriminatory service.
- Do not give medical advice, diagnose, or imply TLHF provides medical care; any health screening is provided only by qualified partners.
- Follow safety procedures for off-site events, driving, handling cash and donations, and emergencies.
- Report incidents, complaints, and safeguarding concerns promptly.

H Budget and materials

- Manage outreach budgets, supplies, giveaways, and inventory, and track expenses.
- Maintain a library of banners, brochures, QR codes, and displays that follow brand guidelines.

I Teamwork

- Work closely with the Marketing Manager, Social Work, Volunteer Program, Event Coordination, and chapters.
- Represent TLHF professionally and uphold its values of health, awareness, and hope.

Qualifications

Required qualifications	Preferred qualifications
• Bachelor's degree in public health, communications, social work, or a related field, or equivalent experience • 3 or more years of community outreach, health education, or program experience • Excellent speaking, listening, and relationship-building skills • Reliable transportation and a valid driver's license, or the ability to travel • Ability to work evenings and weekends • Ability to pass a background check	• Experience with kidney, liver, transplant, or chronic disease organizations • Community health worker (CHW) training or similar credential • Bilingual ability (for example Spanish and English) • Experience managing volunteers and events • 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
Relationship building	Earns trust and keeps partnerships active
Cultural humility	Listens first and adapts to each community
Communication and teaching	Explains health topics simply and welcomes questions
Organization and reliability	Runs events on time and follows through on referrals
Integrity and discretion	Respects privacy and stays within scope

Success measures

Success measure (examples; targets set annually)	How it is tracked
Number and reach of outreach events and presentations	Event log and attendance
Referrals to support groups and resources	Referral tracker
Active community and clinical partnerships	Partner list and meeting notes
Outreach volunteers recruited, trained, and retained	Volunteer records
Feedback from partners and participants	Surveys and follow-up calls

The first 90 days

FIRST 30 DAYS	FIRST 60 DAYS	FIRST 90 DAYS
Learn the mission, programs, and materials. Shadow events and support groups. Meet current partners.	Map communities and partners. Draft an outreach calendar. Staff at least two events.	Present the outreach plan and goals. Open two new partnerships. Start referral and data tracking.

AUTHORITY, WORKING CONDITIONS, AND ACKNOWLEDGMENT

Decision rights and legal statements

Decision-making authority

Area	Authority of the Coordinator (limits set by the Marketing Manager, COO, and policy)
Spending	Approve outreach spending up to \$_____ per item within the budget; larger items require approval
Events	Accept invitations and plan events within the outreach plan; new partnerships with commitments require approval
Materials	Use approved TLHF materials; new or changed materials go through the standard review
Participant information	Collect only what participants voluntarily give, and share it only as policy allows
Emergencies	Call 911 or emergency services when needed, and report to the supervisor promptly

Working conditions and physical requirements

- Office, hybrid, and field work; frequent local travel; evening and weekend work is expected for events.
- Ability to stand, walk, and sit for extended periods, speak and hear clearly, drive, and lift and carry up to 25 pounds for event setup, with or without reasonable accommodation.
- Work may involve outdoor events, crowds, and contact with people living with serious illness.

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	_____