

HAPPY TO HELP

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

Title	Happy to Help	Reports to	COO (or assigned department lead)
Department	Support for all departments	Direct reports	None
Classification	Full or part time; non-exempt (hourly)	Work location	Nevada; office, hybrid, and community sites
Schedule	Flexible; some evenings and weekends for events	Compensation	To be set by the Board of Directors
Prepared by	_____	Approved / date	_____

Position summary

Happy to Help is the friendly, dependable support role at the heart of TLHF, a Nevada 501(c)(3) nonprofit that provides liver and kidney health education, community support, and outreach. When a participant, family member, volunteer, partner, or coworker needs help, a Happy to Help team member is the first to say, “Happy to help.” The role welcomes people by phone, email, and in person, answers questions about TLHF programs, gives schedules and resource information, keeps records tidy, supports events and volunteers, and provides day-to-day administrative support to all five departments. The team member passes clinical, crisis, and complex needs to the right person right away, and stays within an education and support scope: no medical advice, counseling, or diagnosis.

Welcome

warm first contact

Answer

clear info, next steps

Support

teams and events

Follow up

no one falls through

A Welcome and front-line support

- Answer the phone, email, web forms, chat, and walk-ins with warmth, patience, and speed; respond within one business day.
- Greet visitors, participants, volunteers, and partners; help them find the right person, program, or room.
- Log each request in the tracking system, and make sure it gets an answer or a handoff.
- Say “Happy to help,” and mean it, whether the question is easy or tricky.

B Participant and community help

- Share information about TLHF programs, support group schedules, events, and approved education materials.
- Provide resource information from the approved directory, and make warm handoffs to the Service Coordinator and the Social Work department.
- Send reminders, confirm registrations, and make friendly follow-up calls.
- Immediately pass any concern about safety, distress, or medical needs to a licensed social worker or supervisor.

KEY RESPONSIBILITIES (CONTINUED)

Essential functions of the Happy to Help team member

C Administrative support to every department

- Manage calendars, schedules, meeting rooms, and video meeting links; prepare agendas and take notes when asked.
- Format documents, prepare mailings, and file, scan, and organize records.
- Order and track office and program supplies, and keep shared spaces and materials ready.
- Route expense, purchasing, and signature requests to the right approver.

D Events and volunteer support

- Help with registration, check-in, setup, signage, and takedown at galas, walks, theater and musical productions, and community events.
- Support the Volunteer Program with scheduling, sign-in, and welcome messages.
- Pack and carry event materials, and help guests with directions, seating, and accessibility needs.

E Communications and records

- Update contact lists, the participant and volunteer databases, and the resource directory accurately and promptly.
- Support Marketing with newsletters, flyers, and social media posts under approved plans.
- Keep personal information secure and share it only as policy allows.

Our promise

How a Happy to Help team member shows up	What it looks like
Say yes, then find the way	Start with “Happy to help,” then get the answer or find the right person
Listen first	Let people finish, ask a kind question, and check understanding
Know who to ask	Use the directory and teammates rather than guessing
Follow through	Close the loop with every person who asked
Protect privacy	Keep what people share confidential

RESPONSIBILITIES AND QUALIFICATIONS

What the role requires

F Confidentiality, safety, and scope

- Keep all participant, donor, volunteer, and personnel 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, and incident reporting.

G Learning and teamwork

- Complete required training: confidentiality, crisis procedures, boundaries, cultural humility, and customer service.
- Cross-train in several departments, share what you learn, and ask for help when you need it.
- Work kindly with all teams and represent TLHF's values of health, awareness, and hope.

Qualifications

Required qualifications	Preferred qualifications
• High school diploma or equivalent • 1 or more years of customer service, administrative, or volunteer experience • Friendly, patient, and clear communication by phone, email, and in person • Comfort with computers, email, calendars, and basic office software • Reliability, discretion, and a team spirit • Ability to pass a background check	• Associate's degree or coursework in business, communications, or human services • Experience in healthcare, nonprofit, or patient support settings • Bilingual ability (for example Spanish and English) • Experience with databases or event support • 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
Warmth and empathy	Makes every person feel welcome and respected
Clear communication	Uses plain language and confirms understanding
Organization and accuracy	Keeps requests, schedules, and records correct
Discretion and boundaries	Protects privacy and stays within scope
Initiative and teamwork	Jumps in, learns quickly, and supports colleagues

Success measures

Success measure (examples; targets set annually)	How it is tracked
Requests answered or handed off within one business day	Request log
Caller, participant, and colleague satisfaction	Feedback and surveys
Accurate records and on-time scheduling and mailings	Record checks and calendars
Event and volunteer support delivered reliably	Event reports
Concerns escalated promptly and confidentiality protected	Incident reviews

The first 90 days

FIRST 30 DAYS	FIRST 60 DAYS	FIRST 90 DAYS
Complete orientation and training. Learn the mission, programs, directory, and systems. Shadow phones, email, and events.	Handle requests with support. Take on scheduling and mailings. Staff two events.	Work independently on front-line support. Suggest two ways to make TLHF easier to reach.

AUTHORITY, WORKING CONDITIONS, AND ACKNOWLEDGMENT

Decision rights and legal statements

Decision-making authority

Area	Authority of the Happy to Help team member (limits set by the supervisor and policy)
Information	Share approved program information and resources; refer all other questions to the right person
Scheduling	Set and change meetings and room bookings within approved calendars
Confidential information	Share only with consent or when required by law or to prevent serious harm
Safety	Call 911 or 988 as procedure directs, and notify a licensed social worker and supervisor immediately
Spending	Purchase supplies up to \$ _____ within the approved budget; larger items require approval

Working conditions and physical requirements

- Office, hybrid, and community work; some evenings and weekends for events; local travel.
- Ability to sit, use a computer and phone, speak and hear for extended periods, and lift up to 25 pounds for event and office setup, with or without reasonable accommodation.
- Work involves sensitive health-related topics 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	_____