

VOLUNTEER COORDINATOR

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

Title	Volunteer Coordinator	Reports to	Chief Operating Officer (COO)
Department	Volunteer Program	Direct reports	Volunteer leads
Classification	Full-time; exempt status per HR	Work location	Nevada; hybrid 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 Volunteer Coordinator builds and leads the TLHF Volunteer Program. TLHF is a Nevada 501(c)(3) nonprofit that provides liver and kidney health education, community support, and outreach, and it relies on volunteers for support groups, events, outreach, office work, and skills-based help. The Coordinator recruits, screens, trains, places, supports, and recognizes volunteers so that each person has a meaningful role and every participant receives safe, respectful, consistent service. The Coordinator keeps volunteer records and policies in order, protects participants and volunteers, and ensures volunteers stay within an education and support scope and never provide medical care or advice.

Recruit find new volunteers	Train prepare and support	Place match skills to roles	Retain recognize and engage
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A Program leadership and strategy

- Develop an annual volunteer plan with goals, roles, staffing needs, and budget, aligned with the strategic plan.
- Identify volunteer needs across support groups, events, outreach, chapters, and the theater and musical programming.
- Create and keep updated volunteer position descriptions, the volunteer handbook, and procedures.
- Report volunteer results regularly to the COO and CEO.

B Recruitment and marketing

- Recruit a diverse pool of volunteers, including patients, caregivers, students, professionals, retirees, faith and community groups, and corporate teams.
- Partner with the Marketing Manager and Community Outreach Coordinator on recruitment campaigns, events, and online listings.
- Manage inquiries promptly and keep a welcoming experience from the first contact.
- Set up episodic and one-time opportunities as well as ongoing roles.

KEY RESPONSIBILITIES (CONTINUED)

Essential functions of the Volunteer Coordinator

C Screening and onboarding

- Manage applications, interviews, reference checks, and background checks in line with TLHF policy and applicable law, including fair-chance and notice requirements, working with Human Resources.
- Match screening level to the role, with stricter screening for direct participant contact and work with minors.
- Run orientation: mission, confidentiality, code of conduct, boundaries, safety, and signing of the volunteer agreement.
- Keep complete and confidential volunteer files.

D Training and development

- Provide role-specific training, shadowing, and refreshers, including confidentiality, boundaries, crisis procedures, and infection prevention.
- Work with the Social Work department to train support group facilitators and peer mentors.
- Offer growth paths from volunteer to lead, facilitator, ambassador, or committee member.

E Placement, scheduling, and supervision

- Place volunteers by skills, interests, and availability; manage schedules and shifts; and keep coverage for programs and events.
- Supervise and coach volunteer leads; hold regular check-ins and conversations about fit.
- Address concerns, conflicts, and policy violations promptly and fairly, including reassignment or ending a volunteer role when needed.
- Make reasonable accommodations so people with disabilities can volunteer.

F Recognition and retention

- Run recognition: thank-yous, appreciation events, awards, service hour letters, and recommendations.
- Track hours, tenure, and turnover; reach out when a volunteer becomes inactive and act on volunteers' ideas.

RESPONSIBILITIES AND QUALIFICATIONS

What the role requires

G Compliance, risk, and safety

- Follow federal and Nevada laws on volunteers, discrimination, background checks, minors, and privacy, and keep the line between volunteers and employees clear.
- Maintain insurance, incident reporting, safeguarding, and emergency procedures with the COO and Human Resources.
- Enforce confidentiality and boundaries: volunteers do not give medical advice, handle cash alone, or share participant information.
- Protect people with weakened immune systems by requiring ill volunteers to stay home.

H Records, data, and reporting

- Maintain a volunteer database and hours tracking system, and protect the data.
- Report volunteer numbers, hours, retention, and value of service to leadership, funders, and the Board.

I Collaboration

- Work with Event Coordination, Community Outreach, Marketing, Social Work, Financial, and Chapter Managers to meet volunteer needs.
- Represent TLHF warmly and uphold its values of health, awareness, and hope.

Qualifications

Required qualifications	Preferred qualifications
• Bachelor's degree in nonprofit management, human services, communications, or a related field, or equivalent experience • 3 or more years of volunteer management, program coordination, or community engagement • Strong interpersonal, organization, and communication skills • Experience with databases or volunteer management software • Ability to work evenings and weekends • Ability to pass a background check	• Certified in Volunteer Administration (CVA) or similar training • Experience in health, patient support, or social service organizations • Experience training and supervising volunteers • Bilingual ability (for example Spanish and English) • 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	Makes volunteers feel valued, welcome, and heard
Organization and follow-through	Keeps schedules, files, and commitments accurate
Judgment and fairness	Handles concerns consistently and with care
Training and coaching	Prepares volunteers for roles and helps them grow
Integrity and discretion	Protects confidential information and boundaries

Success measures

Success measure (examples; targets set annually)	How it is tracked
New volunteers recruited and onboarded on time	Application and onboarding log
Volunteer retention at 6 and 12 months	Volunteer database
Volunteer hours contributed and value of service	Hours tracking and reports
Volunteer and staff satisfaction	Surveys and feedback
Complete files, agreements, and screenings; no safety incidents	File audits and incident log

The first 90 days

FIRST 30 DAYS	FIRST 60 DAYS	FIRST 90 DAYS
Learn the mission, programs, and handbook. Meet staff, volunteer leads, and current volunteers. Review files and processes.	Audit screening, training, and records. Update position descriptions and handbook. Plan recruitment for key needs.	Present a volunteer plan with goals and budget. Launch one recruitment campaign and one recognition event.

AUTHORITY, WORKING CONDITIONS, AND ACKNOWLEDGMENT

Decision rights and legal statements

Decision-making authority

Area	Authority of the Volunteer Coordinator (limits set by the COO and policy)
Accepting volunteers	Accept or decline applicants according to screening criteria, with Human Resources on background check decisions
Removing volunteers	Reassign or end a volunteer role for policy violations after a fair review, and notify the COO
Spending	Approve volunteer program spending up to \$_____ per item within the budget
Records	Access volunteer files and data as needed; keep them confidential
Safety	Stop a volunteer activity for safety reasons and report promptly

Working conditions and physical requirements

- Office, hybrid, and community work; local travel; evening and weekend work is expected for events and volunteer activities.
- Ability to sit, use a computer, speak and hear clearly, and lift and carry up to 25 pounds for event 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	_____	COO signature	_____
CEO signature	_____	Date	_____