

HAPPY TO HELP

Volunteer position description | The Liver and Kidney Hope Foundation (TLHF)

Position	Happy to Help (volunteer)	Supervisor	Volunteer Coordinator
Department	Volunteer Program; all departments	Status	Unpaid; not an employee
Time	Flexible; at least ____ hours a month	Location	Nevada office, sites, and virtual
Minimum age	18 (16 to 17 with consent)	Screening	Application, interview, background check if needed
Prepared by	_____	Approved / date	_____

Why we need you

Happy to Help volunteers are the friendly first voice and face of TLHF, a Nevada 501(c)(3) nonprofit that provides liver and kidney health education, community support, and outreach. You welcome people by phone, email, and in person, share information about TLHF programs and events, help staff and other volunteers stay organized, and support community events. When someone asks for help, your answer starts with “Happy to help.” **Volunteers share information and kindness; they do not provide medical care or advice.** No experience is required, and lived experience with kidney or liver disease is welcome.

Welcome warm first contact	Answer clear info, next steps	Support teams and events	Follow up no one falls through
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A Welcome and front-line help

- Answer the phone and email help line and greet visitors, using approved scripts and the resource directory.
- Help people find the right person, program, or room, log each request, and pass any safety, distress, or medical concern to staff right away.

B Participant and community information

- Share schedules for support groups, events, and approved education materials.
- Send reminders, confirm registrations, and make friendly follow-up calls as trained.
- Offer resource information from the approved directory, and hand off to the Service Coordinator or Social Work for anything more.

C Office, event, and volunteer support

- Help with scheduling, mailings, filing, data entry, supplies, and updating contact lists.
- Support galas, walks, theater and musical productions, and community events: registration, check-in, setup, and takedown.
- Welcome new volunteers, and share skills such as social media, design, translation, or research when approved by staff.

REQUIREMENTS, EXPECTATIONS, AND BOUNDARIES

What we ask of volunteers, and what you can expect from us

Requirements and benefits

Requirements	What you can expect from TLHF
• Complete the application, interview, and screening, including a background check for roles with direct participant contact • Attend orientation and role training, including confidentiality and crisis procedures • Read and sign the volunteer agreement, confidentiality statement, and code of conduct • Be reliable, respectful, and on time; tell us if you cannot attend • Follow TLHF policies and staff direction • Stay home and tell us if you are ill or exposed to contagious illness	• A clear role, a supervisor, and training • Respectful, safe, and inclusive treatment • Support, feedback, and recognition • Reimbursement of approved, pre-authorized expenses under policy • Letters of recommendation and verification of service hours on request • A voice in how we serve

Boundaries: what volunteers do and do not do

Happy to Help volunteers always	Happy to Help volunteers never
✓ Greet everyone with kindness and say “Happy to help” ✓ Keep what people share confidential ✓ Use approved TLHF materials, scripts, and the resource directory ✓ Refer medical questions to the person’s own healthcare team ✓ Tell staff right away about safety concerns or someone in distress ✓ Call 911 in an emergency and call or text 988 for suicidal thoughts, then tell staff	- X Give medical, legal, or financial advice, or recommend treatments, medicines, or supplements - X Share names, stories, or contact details outside TLHF, or post about people online - X Sell products, recruit for other causes, or ask people for money - X Handle cash alone or accept personal gifts or loans - X Provide counseling or therapy, or make promises you cannot keep - X Photograph or record anyone without permission

E Health and safety

- Many people we serve have weakened immune systems. Wash your hands and stay home if you are sick.
- Know the exits and emergency plan for each location, lift only what you can safely lift, and report any injury or incident right away.

Please note

Volunteering is a relationship of mutual choice and can be ended by you or by TLHF at any time. Volunteers are not employees, are not paid, and do not receive employee benefits. TLHF may adjust or end a volunteer role if policies or needs change.

TRAINING, SCRIPTS, AND HANDOFFS

How Happy to Help volunteers are prepared and supported

Training and orientation

Training you will receive	What it covers
Orientation	TLHF mission, programs, departments, and who to ask for what
Confidentiality and boundaries	Privacy, anonymity, what volunteers do and do not do
Crisis and safety	Recognizing distress, 988 and 911, and telling staff right away
Help line basics	Phone and email etiquette, scripts, logging requests, and follow-up
Tools and resources	The resource directory, calendars, and databases you will use
Events and teamwork	Registration, check-in, accessibility, and infection prevention

A call or email, step by step

1 GREET Smile, say “Happy to help,” and give your first name.	2 LISTEN Let the person finish. Ask a kind question to understand.	3 HELP Share approved information and resources.	4 HAND OFF Pass anything beyond your role to the right person.	5 FOLLOW UP Log it and close the loop.
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When to hand off

If someone asks about...	You say or do
A medical question or treatment advice	“I can’t advise on that, but your healthcare team can. I’m happy to share a TLHF resource.”
Distress, hopelessness, or thoughts of suicide	Stay calm and kind. Call or text 988 with them if they agree, and tell staff right away. Call 911 for immediate danger.
Support groups or someone to talk to	Share the schedule, and offer to connect them with the Service Coordinator
Donations, receipts, or payments	Take their details and pass them to the Financial department
Media, partners, or speaking requests	Take a message for the Marketing Manager or CEO
A complaint or something you are unsure about	“Let me find the right person and get back to you.” Tell the supervisor.

F Support, feedback, and recognition

- Your supervisor checks in after your first shift, then regularly, and welcomes your questions and ideas.
- Volunteers receive feedback and a simple review each year or at the end of a project.
- TLHF recognizes volunteers with thank-yous, appreciation events, service hour letters, and recommendations.

CODE OF CONDUCT, AVAILABILITY, AND AGREEMENT

Please complete and return this page to the Volunteer Program

1 Code of conduct highlights

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|---|--|
| ☐ I will treat participants, staff, and volunteers with dignity and respect. | ☐ I will not harass, discriminate, or threaten, and I will not use alcohol or drugs while volunteering. |
| ☐ I will keep participant information confidential. | ☐ I will follow safety rules, report concerns, and stay within my role. |

2 My availability and interests (check all that apply)

- | | |
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| ☐ Weekday daytime | ☐ Front desk and welcome |
| ☐ Weekday evenings | ☐ Events and fundraising |
| ☐ Weekends | ☐ Office, data, or mailings |
| ☐ One-time events | ☐ Social media or design |
| ☐ Ongoing weekly or monthly | ☐ Translation or interpreting |
| ☐ Phone and email help line | ☐ Professional skills: _____ |

About me

Name	_____	Phone	_____
Email	_____	Preferred contact	_____
Emergency contact	_____	Emergency phone	_____
Skills, languages	_____	How I heard of TLHF	_____

Volunteer agreement

By signing, I confirm that I have read this position description, that I understand volunteers do not give medical advice, that I will keep information confidential, and that I agree to the code of conduct. I understand I am a volunteer, not an employee, and that this form is not a contract.

Volunteer signature	_____	Date	_____
Printed name	_____	Guardian (if under 18)	_____
Volunteer Coordinator	_____	Date	_____