



Helpline Specialist
American Liver Foundation
National Programs
(New York City Location)

The American Liver Foundation's (ALF) mission is to facilitate, advocate, and promote education, support and research for the prevention, treatment and cure of liver disease. We accomplish these through education, research, support and advocacy.

PRIMARY FUNCTION/PURPOSE:

The Helpline Specialist is a key member of the Program Department and provides support and education to people with liver disease, their family members, friends, and caregivers, the general public and health care and social service professionals via the National Helpline (1-800-GO-LIVER). The Helpline Specialist responds to all requests for information and provides support, education and local resource information relating to liver disease. This position reports to the Interim Manager of Support Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Services Helpline daily from 11:00 am to 7:00 pm
- Respond to all Helpline calls, chats, emails and mail requests
- Collect and analyze Helpline data
- Participate in planning, researching and implementing new support service initiatives
- Represent the American Liver Foundation at local and national meetings, as assigned
- Attend relevant trainings to strengthen and expand support services
- Perform other duties as assigned

POSITION REQUIREMENTS:

Experience:

A minimum of 3 years of experience in health education, preferably in a clinical setting

Must have extensive knowledge of liver disease, particularly viral hepatitis – the HelpLine Specialist will be working with clients who are going through different aspects of their liver disease journey (i.e. newly diagnosed, chronic, transplant, end-stage, etc.)

Experience with managing crisis situations preferred

Must have excellent customer [patient] service skills

Qualifications:

A Bachelor's in health and human service discipline such as public health, nursing, social work and human services, or equivalent in education, training and experience

Bilingual desirable (Spanish)

Excellent assessment, communication and organization skills

Demonstrated initiative and good judgment

Ability and willingness to learn complex medical information

Excellent computer skills, particularly with MS Word, Excel, Access, PowerPoint

(EOE)

The American Liver Foundation (ALF) will aspire to involve every segment of the community in every aspect of its work and will demonstrate its commitment to and accountability for an inclusive environment in which differences are recognized, respected, valued and celebrated.

Position is located in lower Manhattan, New York. Please submit cover letter and resume, and salary requirements to be reviewed. Applications will be accepted until the position is filled.

Send Responses to: yotake@liverfoundation.org