



39 Broadway, Suite 2700
New York, NY 10006
Tel: 212-668-1000 | Fax: 212-483-8179
National HelpLine: 1-800-GO-LIVER
www.liverfoundation.org

Job Description: HelpLine Specialist

Title: Manager, Support Services – Programs Department

The Manager, Support Services, reports to the National Director of Programs at the American Liver Foundation's National Office.

The Manager, Support Services is a key member of the Programs Department and provides support and education to people with liver disease, their family members, caregivers, the general public and health care/social service professionals through the National HelpLine. He/She responds to all requests for information and provides support, education and local resource information relating to liver disease, with a dedicated focus on viral hepatitis. **He/She may act as the content expert and primary resource for Hepatitis C for division and national staff.**

Major Duties and Responsibilities

Management of the American Liver Foundation's National HelpLine:

1. Respond to all HelpLine calls, emails and mail requests;
2. Coordinate requests between local chapter offices and national staff;
3. Collect HelpLine data;

Support Services:

4. Act as internal resource for division and national staff for liver disease education;
5. Lead support group sessions relating to various topics on a timely basis;
6. Perform ad hoc duties relating to support service initiatives, as requested;

Other Duties:

7. Participate in planning, researching and implementing new support service initiatives;
8. Represent the American Liver Foundation at local and national meetings, as assigned;
9. Attend relevant trainings to strengthen and expand support services;
10. Perform other duties as assigned.

Experience:

- A minimum of 5 years of experience in health education, preferably in a clinical setting
- Person must have extensive knowledge of liver disease, specifically viral hepatitis
- This person will be working with clients who are going through different aspects of their liver disease journey (i.e. newly diagnosed, chronic)
- Some experience with managing crisis situations preferred
- Must demonstrate excellent customer [patient] service skills

Qualifications:

- Degree in health and human service discipline such as public health, nursing, social services – RN, MPH, MA, MSW
- Computer literacy, MS Word, Excel, Access, PowerPoint, Outlook
- Bilingual desirable

Send all inquiries to:

Pritha Kuchaculla

National Director of Programs

39 Broadway, Suite 2700

New York, NY 10006

email: pkuchaculla@liverfoundation.org