



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

Title: HelpLine Specialist – Support Services

The HelpLine Specialist position, reports to the Director of Support Services, with a strong working relationship with the Director of Training and Education at the American Liver Foundation's National Office.

The HelpLine Specialist position is a key member of Support Services and provides support and education to people with liver disease, their family members, caregivers, the general public and health care/social service professionals via the National HelpLine (1-800-GO-LIVER). He/She responds to all call, email and letter requests for information and provides support, education and local resource information relating to liver disease, with a dedicated focus on viral hepatitis.

Essential Duties and Responsibilities

The American Liver Foundation's National HelpLine:

1. Respond to all HelpLine calls, emails and mail requests;
2. Coordinate requests between local division offices and national staff;
3. Collect and analyze HelpLine data;
4. Staff HelpLine between **11am and 7pm**;

Support Services:

5. Act as internal resource for division and national staff for liver disease education;
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. Attend relevant trainings to strengthen and expand support services;
9. Represent the American Liver Foundation at local and national meetings, as assigned;
10. Perform other duties as assigned.

Experience:

- A minimum of 3 years of experience in health education, preferably in a clinical setting
- Person must have extensive knowledge of liver disease, specifically 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)
- Some experience with managing crisis situations preferred
- **Must demonstrate excellent customer [patient] service skills**

Qualifications:

- Bachelor's degree in health and human service discipline such as public health, nursing, social work, and human services
- Computer literacy, MS Word, Excel, Access, Outlook

- Ability and willingness to learn complex medical information
- Self-starter
- Bilingual desirable

EOE

How to apply: Subject line of e-mail must include “Helpline Specialist – NY National Office”

The American Liver Foundation is an equal opportunity employer, offering comprehensive benefit programs, a team environment, training and support, and all resources required to ensure that employees succeed in meeting personal and team goals.

Interested candidates should email a cover letter, resume and salary history expectations to yotake@liverfoundation.org. Position is located in downtown Manhattan.