



Resource Coordinator

Position Summary

The Resource Coordinator is responsible for the day-to-day management and growth of the CLF HelpLine, our service which provides personalized guidance and information to those struggling with outcomes of brain injury. This position offers the opportunity to make a crucial contribution to a nonprofit organization leading the global conversation on concussion and CTE in sports and the military. The CLF HelpLine is key to fulfilling our mission to support everyone affected by concussions and CTE. As the CLF Resource Coordinator, you will make a direct and meaningful impact on the lives of people in need on a daily basis, while working to improve the structure, reach and efficiency of CLF's patient and family resources.

The position's responsibilities include interacting with affected constituents to understand their needs, and the needs of those who care for them. The CLF Resource Coordinator will provide relevant resources and guidance to individuals while researching, developing and implementing strategies to grow the HelpLine service and other patient and family-oriented programs.

The CLF HelpLine is primarily an advice and referral service, not a crisis phone line. It operates within a normal Monday-Friday work week. The majority of correspondence takes place via email; however, some situations require potentially sensitive phone or in-person conversations to assess needs and determine potential escalation.

Company: Concussion Legacy Foundation

Reporting to: Program Marketing Manager

Location: Boston, MA

Status: Salaried employee

Responsibilities

Management and Support

- Oversee day-to-day operations of the HelpLine and act as main point of contact for all HelpLine-related matters.
- Provide timely information, resources, referrals to community and medical resources, and care consultation services through communication methods that best meet constituent needs (i.e. phone calls, email correspondence, in-person meetings).
- Effectively identify constituent issues and prioritize referrals based on urgency and magnitude of need.
- Establish an appropriate system to effectively answer inquiries within time constraints.
- Provide initial crisis assistance as needed. Develop and maintain a crisis escalation process.



- Manage a volunteer mentorship program including overseeing the recruiting, vetting, training and retaining of mentors who provide emotional support and guidance to affected constituents.
- Liaise with Community Outreach Coordinator and on-call Mental Health Counselor for appropriate cases.

Service Development and Program Growth

- Help grow program resources, including but not limited to proactive clinician outreach, identification of support groups, and development of collateral resources.
- Identify and create relationships with physicians, local health systems and/or long-term care providers to increase access to a timely assessment and quality care.
- Help promote the HelpLine among all relevant stakeholders and potential new constituents.
- Perform initial research of grants and assist in completing grant proposals to secure funding.
- Proactively expand personal understanding of concussion, Post-Concussion Syndrome (PCS), and Chronic Traumatic Encephalopathy (CTE) and related outcomes.

Monitoring and Documentation

- Manage constituent confidentiality and comply with data privacy and protection.
- Oversee the collection, inputting and reporting of all constituent information related to HelpLine.
- Coordinate efficient system for documenting and following up with constituents, identifying potential development, media, or advocacy opportunities.
- Compile and deliver reports to internal stakeholders as needed.

General

- Exhibit genuine empathy and warmth when interacting with constituents. Comfortably navigate sensitive conversations and individuals who may be dealing with mental health issues and/or suicidal ideation.
- Be aware of the impact information or advice provided by the HelpLine can have on the physical, psychological and emotional wellbeing of inquirers.
- Work collaboratively with other departments to contribute to organizational goals and projects as needed.
- Help manage execution of development events large (Concussion Legacy Gala) and small (e.g. concussion talks with groups of parents).

Professional Requirements

- Bachelor's degree required
- Up to two years of experience in social work, mental health, public health, healthcare administration, gerontology, psychology or a related field a plus
- Eagerness to learn about the sports and nonprofit industries
- Team player with a genuine interest in helping others



Preferred Professional Skills

- Volunteer work in mental health, suicide prevention, aging, dementia, or neurodegenerative field
- Experience with challenging calls and/or interacting with people experiencing severe emotional distress
- Customer service and phone experience
- Experience with crisis and risk assessment
- Knowledge of mental health and suicidal ideation coping strategies
- Understanding of HIPAA regulations and healthcare industry
- Experience with database management and/or Microsoft Excel
- Proficiency with Microsoft Office suite
- Leadership experience

General Qualifications

- Strong organizational and time management skills
- Proficiency in maintaining systems and procedures
- Excellent written and verbal communication skills
- Detail-oriented and analytical mindset

To apply for this position, please submit a resume and cover letter to [Kelly Dean](#).

About the Concussion Legacy Foundation

The Concussion Legacy Foundation is a 501(c)(3) non-profit organization located in Boston, MA. It was founded by Robert Cantu, MD, and Chris Nowinski, PhD to support athletes, Veterans, and all affected by concussions and CTE; achieve smarter sports and safer athletes through education and innovation; and to End CTE through prevention and research. The Concussion Legacy Foundation's work [has been featured](#) by the New York Times, Rolling Stone, TIME, Sports Illustrated, ESPN, BBC, PBS, HBO Real Sports and many other news and media outlets. For more information, please visit ConcussionFoundation.org.