

VOLUNTEER POSITION DESCRIPTION

All volunteer positions support our agency's overall mission and goals. The Greater Michigan Chapter's mission statement is to enhance the quality of living of all persons affected by Alzheimer's disease and other dementia related disorders by providing leadership, programs/services, advocacy and research support.

PROGRAM NAME: Family Services

GOAL OF PROGRAM

The family services department provides caregiver support groups, early stage patient support groups, 24-hour helpline, care management, counseling and Safe Return™ programs. These programs are designed to enhance the quality of life for individuals with Alzheimer's disease and other dementia related illnesses, as well as increase awareness and community resources. The family services department is committed to enhancing the services to the community. Within our department, we provide information on services, community resources, counseling and support services.

VOLUNTEER POSITION DESCRIPTION

There are two main volunteer positions descriptions within the Family Services department: Helpline Representatives and Support Group leaders. Volunteers that work within the family services department may work in house (at the site) or off site at individual support group settings. The hours required vary depending on the position within the department.

The Helpline Representative: The helpline is usually the first contact into the agency. It is the duty of the helpline representatives to introduce callers to agency services, programs, community services and information on Alzheimer's disease and other related dementias.

The Support Group Leader: Support group leaders volunteer to lead or co-lead a family caregiver support group. The support group leader's role is to facilitate group interaction focused on acceptance, active listening, empathy and assistance with problem solving. The leader will support the mission of the Alzheimer's Association and serve as a liaison between the regional office and support group members.

SUPERVISOR: Appropriate Staff Coordinator

DESIRED QUALIFICATIONS/SKILLS OF VOLUNTEER

1. Knowledge about Alzheimer's disease and related dementias, or willingness to learn.
2. Dependable
3. Team Player
4. Ability to commit the required amount of time (Helpline minimum of 3 hours/week and Support Group Leader, length of group time and frequency of group meetings).
5. Empathy, patience, dependability, motivation, good communication and listening skills, and a positive attitude.
6. Maintain Confidentiality

Other individual duties will be discussed by coordinators

POSITION RESPONSIBILITIES

Training required for positions will vary.

1. All volunteers will complete training specific to position and chapter services.
2. Work with and inform family services staff of any changes within program or group
3. Volunteers for the Detroit office are required to attend a minimum of two in-services a year or complete 4-6 additional hours of educational training. Regional office volunteers are strongly encouraged to participate in additional education training, when available.