

# Helpline Call Specialist Job Description

The Alzheimer's Association is looking for volunteers to assist in answering the Helpline, a telephone hotline for persons requesting information about Alzheimer's disease.

## **Helpline Call Specialist Responsibilities Include:**

- Providing Helpline callers with accurate information about Alzheimer's disease, treatment options and patient care.
- Referring callers to community resources they may need concerning the diagnosis and care of a person with Alzheimer's disease.
- Providing emotional support to a person caring for someone with Alzheimer's disease.
- Making follow-up calls as necessary.

## **Qualifications:**

- A knowledge of or a willingness to learn about Alzheimer's disease and its impact on the individual, their family, and caregivers.
- Excellent interpersonal skills.
- Strong communication and organizational skills.
- Desire to help others.

**All Helpline Call Specialists will attend a training that will provide them with current information about Alzheimer's disease, symptoms and treatment options, as well as strategies for communicating with someone with dementia, responding to challenging behaviors and community resources. The training will take place at the Michigan Great Lakes Chapter Office. If you are interested please call the Alzheimer's Association at: 800.272.3900**