



THE BRAINS BEHIND SAVING YOURS:

Position Description - Family Support Volunteer

Alzheimer's Association Massachusetts/New Hampshire Chapter

Overview

The mission of the Alzheimer's Association, Massachusetts/New Hampshire Chapter is to eliminate Alzheimer's disease through the advancement of research, to provide and enhance care and support for all affected, and to reduce the risk of dementia through the promotion of brain health. Founded in 1980, the Association operates out of its main office in Waltham, MA, with regional offices in Springfield, Worcester, and Raynham, MA, as well as Bedford, NH. The MA/NH Chapter is a founding chapter of the national Alzheimer's Association.

General Statement of Responsibilities

Reporting in collaboration with the Family Support Volunteer Coordinator/Regional Manager, this volunteer is responsible for outreach and delivery of caregiver education, facilitating social engagement programs, and providing 1:1 Peer Support programs for people living with dementia and their caregivers. This volunteer will only use Alzheimer's Association materials, PowerPoint presentations and other prepared training materials provided by the Association. All topics are related to Alzheimer's disease and related dementias as well as the information that affected individuals and families need. This position is approximately a 16 hour per month Volunteer position.

The Family Support Volunteer (FSV) will be assigned a specific community (community can be defined as town, region, organization). The FSV will be responsible for covering opportunities in their local community that are identified by either the Alzheimer's Association Regional staff, or by the FSV themselves. The FSV position will have 3 areas of focus:

1. Caregiver Education Programs
2. Alz Meet Ups (social engagement programs)
3. Support Groups

Education Programs

Each FSV will be trained to present the following Alzheimer's Association Education Programs and should deliver at least six per year:

1. Effective Communication Strategies
2. Understanding and Responding to Dementia-Related Behavior
3. Dementia Conversations

Alz Meet Ups

Each FSV will be responsible for hosting at least 4 Alz Meet Ups in their local community each year. Alz Meet Ups are small, organized group activities that are designed to connect individuals living with mild memory loss through enjoyable experiences.

Support Groups

Offer a monthly Support Group at a regular location.

Responsibilities

FSVs are expected to:

- Successfully complete all training and orientation as well as execute individual preparation for each program
- Make themselves available to provide not fewer than six educational presentations per year based upon chapter need
- Arrive on time and present all events and programs for which they volunteer
- Complete all required program paperwork and return them to the chapter office within one week of the program
- Provide feedback to the chapter concerning any questions or suggestions to promote communication and continuous process improvement
- Participate in Alzheimer's Association training, meetings, continuing education, etc. as related to volunteer program presenter requirements
- Refer attendees to the resources in the community as appropriate, including reporting any safety concerns to supervising staff or manager
- Act at all times as a trusted representative of the Alzheimer's Association
- Adhere to policies and guidelines as related to agreement, confidentiality, and conflict of interest policies
- Education programs may be held at chapter offices or other locations as determined by needs of the chapter and connections of the FSV

Required Skills:

- Effective presentation skills and a strong knowledge of the subject matter to be taught, including familiarization with handout and resource materials
- Ability to present curriculum developed by the Association and commitment to remain faithful to the program content
- Effective verbal communication skills, an understanding of appropriate use of communication technologies, and recognition that each audience requires its own approach
- A period of co-presentation with another presenter may be required
- Demonstrated ability to competently answer the breadth of audience questions and refer to the appropriate Alzheimer's Association resources
- Well versed in the programs and services provided by the Alzheimer's Association
- Commitment to continuing education and training
- ***Transportation is necessary - Evening and weekend availability is required***

Additional Skills for Support Programs

- Personal or professional experience with dementia
- Ability to be empathetic and separate personal needs from needs of those serving
- Strong listening skills and effective communication skills with groups and individuals

Massachusetts/New Hampshire Chapter
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