



VOLUNTEER JOB DESCRIPTION:

Ambassador & Planner, Outreach & Event, and Reassurance and Follow-Up Volunteer

Organization: Volunteers of America of Minnesota
Location: 3333 N 4th Street, Minneapolis, MN 55412
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Introduction

Volunteers play a vital role in helping the Caregiver Support & Dementia Services (CSDS) team raise awareness, build community connections, and provide reassurance and support to caregivers and individuals affected by dementia. Volunteers may choose one or more of the opportunities below based on their interests, skills, and availability.

Position Summaries and Key Activities

Ambassador & Planner Volunteer

Role Summary

Ambassador & Planner Volunteers support outreach efforts by helping plan events and representing the CSDS and Volunteers of America mission through community engagement and communication. This role is ideal for volunteers who enjoy organizing, planning, and sharing information.

Key Responsibilities

- Assist with planning outreach and community events
- Create or support the development of outreach materials
- Maintain and update the event calendar
- Distribute flyers and brochures
- Post on social media and help keep accounts updated
- Send invitations to community members and partner organizations
- Use Call-Em-All to share invitations, announcements, and reminders

Outreach & Event Volunteer

Role Summary

Outreach & Event Volunteers assist at public-facing events such as health fairs, community gatherings, and outreach activities. These events aim to increase awareness of dementia, related conditions, and family caregiving resources.

Key Responsibilities

- Register event participants
- Set up and take down tables and informational materials
- Prepare and/or serve food and beverages (when applicable)

- Answer basic questions from attendees
- Direct participants to activities and resources
- Support a welcoming, inclusive event environment

Reassurance & Follow-Up Volunteer

Role Summary

Reassurance & Follow-Up Volunteers provide supportive phone calls to caregivers, clients, or interested community members following outreach events. This role focuses on listening, offering reassurance, and sharing resources as appropriate.

Key Responsibilities

- Make follow-up and reassurance phone calls after outreach events
- Conduct check-in calls with caregivers and/or clients
- Communicate closely with the CSDS team regarding client needs
- Contact interested individuals based on event sign-in sheets
- Share information, referrals, and resources as guided by staff

Benefits of Volunteer Role

- Be part of a compassionate, mission-driven team
- Increase your knowledge of dementia and caregiving
- Make a meaningful difference in the lives of individuals and families
- Meet like-minded people and build new connections
- Share your skills, talents, and lived experience
- Participate in volunteer recognition opportunities
- Attend social events with other volunteers and staff

Desired Qualifications

- Strong listening skills
- Comfortable speaking on the phone (for follow-Up roles)
- Empathy and openness to supporting people living with dementia and other disabilities
- Organizational and scheduling skills
- Basic computer literacy (Ambassador/Planner role): email, calendars, and basic Word documents (training provided)
- Clear and respectful communication skills
- Ability to work collaboratively in diverse environments
- Ability to pass a background check (required for some positions)

Time Commitment

Volunteers may choose one or more roles based on their interests and availability.

Ambassador / Planner

- Flexible; varies based on team needs and scheduled events

Outreach & Event Volunteer

- Regular events held several times per month (approximately 2 hours per event)
- Option to participate in one-time events
- Volunteers receive an event calendar and may sign up as available
- Some events may include optional preparation tasks

Reassurance & Follow-Up Volunteer

- Flexible; based on team needs and volunteer availability
- Volunteers may choose preferred days and times

Training/Orientation

All volunteers receive training and ongoing support, including:

- Volunteers of America overview and mission
- Dementia-specific training
- Basic health and prevention training
- Policies and procedures
- Role-specific guidance from VOA staff
- Monthly opportunities to meet with other outreach/event volunteers to plan and share experiences
- Computer training (as needed)
- Access to additional resources and staff support