

EST. 1982

MISSOULA *aging* SERVICES

WE'RE PROUD *of* OUR YEARS

MAS Volunteer Programs

Missoula Aging Services (MAS) is committed to offering meaningful volunteer opportunities to the community. If you would like to be considered for a volunteer position, please complete a volunteer application and contact the MAS Volunteer Coordinator. We will set an appointment and review the opportunities that interest you.

Opportunities for All Ages

Administration Services

Front Office Receptionist Assistant – Volunteers greet and assist MAS visitors and help answer and direct calls from our multi-line phone system. Customer service background, clerical experience, and computer proficiency are pluses. *Half-day shifts and flexible daily schedules are available. Minimum 6 month commitment.*

Groundskeeper – Volunteer provides basic groundskeeper duties which may include but are not limited to: flower bed maintenance, weed reduction, fall leaf removal, and the general good order of parking lots and grounds. Groundskeeper will help to keep the MAS property in a presentable and professional manner. Mowing and snow removal are not part of the duties. *This is a seasonal position from April to November.*

Mailing Assistant – Volunteers assist with clerical tasks associated with conventional and bulk-mail preparation. Mailing assistants may also help in the organization of informational packets, folders, and miscellaneous assembly line projects. *Minimum 6 month commitment, 4 to 8 project per year.*

Community Engagement Department

Montana Senior Medicare Patrol (SMP) – Volunteers have the option of being trained in several different jobs including Informant, Office Assistant, Community Liaison, Counselor, Complex Issues and Referrals or Organizer. Responsibilities vary from helping clients sort medical bills to informing clients about Medicare fraud, waste and abuse. Those interested may make presentations to local organizations. Volunteers must attend complete before start of service. *Minimum 1 year commitment.*

Development

Development Assistant - Development Assistant volunteers are a small and select group of highly skilled volunteers responsible for assisting the Development Team with special events, special projects, clerical work and donor cultivation. Experience with

social media is required for this position. *Minimum 1 year commitment, 2 hours per week.*

Jewelry Sale Event Volunteer – Volunteers assist with the Jewelry Sale Event which is an annual fundraiser in the spring. Volunteer may serve as a greeter, cashier, cashier assistant, salesperson or event set up and take down assistant. *This is a seasonal position for 1-2 days in the spring.*

In Home Care Services

Caring Companion - Volunteer provides person-to-person services assisting adults having exceptional needs or other needs for companionship. Clients are participants in the MAS Respite Program. The volunteer role is to provide weekly, or bi-weekly, one-on-one support for adults who have the potential for independent living, with goals of encouraging independence and promoting increased quality of life. Volunteers may work in a variety of settings, including: personal home or visits out in the community. *Minimum bi-weekly 2 hour visits for 6 months (with potential for weekly visits).*

Nutrition Program

Meals on Wheels Dispatch Assistants & Subs - Volunteers provide assistance to drivers and staff at the meal dispatch location while drivers are out on their routes. Delivery times are Monday through Friday, 10 a.m. to 1:30 p.m. *Minimum 6 month commitment.*

Meals on Wheels Route Drivers and Subs - Volunteers deliver hot, nutritious meals to homebound and/or elderly residents in Missoula County. Deliveries take place Monday through Friday, from 10:30 a.m. to 1 p.m. Mileage reimbursement is available. *Minimum 6 month commitment.*

Senior Farmers' Market Assistant - The Market Assistant performs tasks that support the MAS Farmers' Market Program, such as reimbursing growers at the local markets, providing instructions on rules and regulations of coupon redemption, and may assist with enrollment of market vendors and coupon holders. *June to October annually, 3 hour shifts twice a month.*

Senior Farmers' Market Co-Lead – Volunteers provide support to MAS staff and work with Senior Farmers' Market Assistants. Responsibilities include communicating with volunteers, being a “back up” support at Saturday markets each month, and working directly with vendors. Co-Leads may also assist with sorting and distributing coupons. *This is a seasonal position from June to October.*

Resource Center

Friendly Visitor – Volunteers advocate for residents of local residential living facilities right to good care and empower residents to resolve complaints. Volunteers

must attend training classes before start of service with this program. Training classes are offered annually. *Minimum commitment for this program is 4 hours monthly for 1 year.*

Medicare Part D Open Enrollment Specialist – Volunteers assist older adults and people with disabilities by addressing their Medicare concerns during Medicare Part D Open Enrollment. Volunteers provide information and answer questions that help clients save money by making informed decisions about the Medicare prescription drug insurance choices. This position requires that a volunteer be State Health Insurance Program certified by attending two day training in Helena and attend an annual recertification in Missoula. *October-December annually, 4 hours weekly.*

Medicare Part D Open Enrollment Scheduler – Volunteers collect contact information from older adults, people with disabilities, or their care partners, filling in the appropriate sections of a Medicare Open Enrollment intake form. The Open Enrollment Scheduler then checks staff calendars in Outlook for available appointments and schedules the caller with a SHIP counselor/Resource Specialist. Open Enrollment Schedulers are trained to schedule client appointments into Outlook calendars and will be required to screen clients to ensure they are calling for a Medicare Part D Open Enrollment appointment. *September-December annually, 3 hours weekly.*

Medicare Part D: Volunteer Supervisor Co-Lead - The Volunteer Supervisor Co-Lead will collaborate with the MAS Resource Center Program Officer and the Practicum Volunteer Co-Lead to provide supervision and support for the Part D Scheduler volunteers who answer phones and schedule appointments during Part D season. The position will also support the Plan Finder Rx Specialist volunteers who enter client medications onto the Plan Finder website. The volunteer will collaborate to ensure that forms, letters, and prescription drug lists are processed accurately. *September-December annually, 8 – 20 hours per week.*

Medicare Part D Open Enrollment Practicum Student: Volunteer Supervisor Co-lead - The Practicum Student will collaborate with the MAS Resource Center Program Officer and other Volunteer Supervisor Co-Lead to provide supervision and support for the Part D Scheduler volunteers who answer phones and schedule appointments during Part D season. The position will also support the Plan Finder Rx Specialist volunteers who enter client medications onto the Plan Finder website. The volunteer will collaborate to ensure that forms, letters, and prescription drug lists are processed accurately. *September-December annually, 8 – 20 hours per week.*

Medicare Plan Finder Rx List Specialist – Volunteers enter client prescription drug information into the Plan Finder tool on the Medicare.gov website creating a new medication list or updating an existing one. The Specialist volunteer may call clients for clarification about the prescriptions they are taking as well as refer Medicare beneficiaries to medication review options. Specialists provide empathy to beneficiaries who may be in need of assistance with Medicare Open Enrollment period. New or updated prescription drug lists are printed and given to the volunteer supervisor. *September-December annually, 3 hours weekly.*

Medicare Classroom Aide – Volunteers use their computer skills and experience using the Medicare.gov Plan Finder tool to help class participants follow instructions about how to navigate the Medicare Plan Finder. A person in this position provides one-on-one computer assistance during the Medicare Workshop that meets twice monthly at the UM Gallagher Business Building. *Minimum 1 year commitment.*

Specialized Volunteers

Throughout the year there are times when we seek volunteers to help in a variety of areas. If you have a special skill or talent you are interested in sharing, please inquire. Often we are able to create a volunteer initiative based on a person's special skills.

For more information on any of the opportunities listed, contact our Agency Volunteer Coordinator at 728-7682 x 132 or e-mail volunteer@missoulaagingservices.org

Senior Corps Programs

Volunteer Opportunities for Age 55+

Mobilizing people to create change: discover your power to make a difference!

If you're 55 or over, the Senior Corps program is where to start your search for fulfilling volunteer opportunities throughout Missoula County. You choose where and how much time you want to give. You'll enjoy:

- A one-on-one consultation, matching your time, talent, skills and interests with noteworthy community organizations that interest you.
- An opportunity to choose from focused volunteering to a broad range of short-term opportunities.
- The option of helping Missoula's youth, elders or people with disabilities.
- Putting your life experiences, talents and skills to work or learning new ones.
- Making a difference, remaining active and vital, meeting new people while meeting critical community needs.
- Regular updates on the most current volunteer opportunities in Missoula County.

RSVP— A volunteer program offering hundreds of volunteer opportunities to choose from that fit your interests and scheduling needs. With more than 100 non-profit partners, RSVP volunteers pitch in to help in areas such as hunger, housing/shelter, disaster services, youth services, education, health care, senior independence, environment, recreation and more.

Stipend Programs – An hourly stipend for volunteers aged 55 and over who meet income eligibility guidelines.

Foster Grandparents provide meaningful and supportive one-to-one care, attention and academic guidance to at-risk children in local schools and nonprofit daycare centers.

Senior Companions offer one-on-one companionship and assistance to at-risk seniors and adults with disabilities, helping them remain safe and independent in their homes.



For more information on any of the Senior Corps opportunities listed, contact Judy Douglas at 728-7682 or e-mail: rsvp@missoulaagingservices.org