Volunteer Position Guide

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<th>Title:</th>
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<td>Education Outreach</td>
<td>Education</td>
<td>Resource Center (RC)</td>
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<td>Task Force (DEEP)</td>
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**Volunteer Manager:**

Alicia Crandall, B.A.
Education Coordinator
acrandall@missoulaagingservices.org
406-541-9761

**Minimum Commitment:**

Intermittent / As Needed / Ongoing

**Missoula Aging Services’ Mission Statement:**

Missoula Aging Services (MAS) promotes the independence, dignity and health of older adults and those who care for them.

**Department Overview:**

MAS Resource Center provides information and assistance to seniors, people with disabilities, and their caregivers. The Resource Center includes information about a variety of topics relating to older adults and people with disabilities in the form of free material on topics such as long term care, estate planning, Medicare Part D and Medicaid, to name a few. Resource Specialists assist individuals in completing applications for many programs.

**Program Overview:**

The RC Education Program is responsible for coordinating educational efforts, developing and leading, or working with partners to lead educational programs that meet the needs of older adults and those who care for them, and building community relationships.

**Position Overview:**

MAS has intermittent needs for Educational Outreach in the Missoula community. The Outreach Task Force Team will provide a variety of services under the general supervision of the MAS Education Coordinator to ensure educational events hosted by MAS are successful. Currently, we are looking for one volunteer to assist with the upcoming DEEP (Diabetes Empowerment Education Program) 6-part class series (to begin October 31, 2017) and thereafter be open to being contacted for other seasonal classes / workshops and onetime events that occur. No training or experience with diabetes is necessary. The volunteer will be assisting with check in, greeting, handouts and participating in class as a helper. Dates for the six-part workshop and more information about the program can be found at: [https://deepclasses.eventbrite.com](https://deepclasses.eventbrite.com)

**Key Responsibilities:**

- May assist with special presentations, health fairs, workshops and classes
- May assist with radio, TV or other media outreach
- May assist with greeting attendees as they arrive to the events
- May assist with tracking attendance at events
- May participate as a speaker at events
- May assist with set up and take down for events by loading/unloading supplies and arranging tables and chairs. May help carry boxes of supplies and equipment.
- May arrive ½ hour before and stay ½ hour after each scheduled event
- May assist with on-going or special projects
- May assist with telephone calls, surveys, etc.
- May mentor new Outreach Task Force team members
- Willingness to give 24 hours’ notice when possible if unable to serve a scheduled shift
- Show professionalism especially in regards to respecting the confidentiality of other volunteers/peers/attendees
- Additional duties as assigned

**Qualifications:**

- Ability to follow written or oral instructions
- Organized and self-directed
- Eager to help
- Positive attitude, dependable, outgoing
- Ability to work cooperatively with MAS staff, community members and volunteers
- Interested in providing overall support to the programs and services of MAS
- Ability to lift and carry up to 20 lbs.
- Ability to twist, turn and easily use hands / fingers
- Ability to stand for at least 2 hours
- Experience with tablets and/or iPad a plus but not required
- Speaking skills a plus but not required
- Completion of the volunteer application process at MAS
- Criminal and Sex Offender background check required
- Must be 18 years of age or older

**Benefits:**

- Develop lasting relationships with other MAS volunteers, staff and clients
- Participate in all educational events facilitated by this team at no charge
- Opportunity to help MAS with educational events that benefit the Missoula community
- Office / cubicle space, computer, printer and free parking available at MAS if needed
- Opportunity to work directly with a diverse range of people
- Treats and beverages at events 😊
- MAS Commuter Bikes available to use while serving during normal business hours

**Support:** Volunteers will report directly to the Education Coordinator who will work to create an accommodating schedule. This position will have regular communication with the Education Coordinator to ensure they are receiving the assistance they need to be successful.

**Number of volunteers needed:** Varies  
**Date:** Intermittent / As Needed  
**Time of Day:** Varies  
**Location:** Varies  
**Amount of Time:** Generally 2-4 hours for each event

**Location:** MAS is located at 337 Stephens Ave, Missoula, MT 59801. Volunteer opportunities may take place on-site at MAS or off-site at a variety of community locations including, but not limited to: corporate businesses, other nonprofits, outdoors, etc.

**Sustained Outcome:** The Education Outreach Task Force Volunteer will support MAS Education Program. Volunteers will collaborate with the Education Coordinator to ensure special events are facilitated in a high quality manner for the Missoula community members that attend.
For more information, please contact Missoula Aging Services’ Volunteer Coordinator at #406.728.7682 / volunteer@missoulaagingservices.org.  

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<th>Signature of Volunteer Manager</th>
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