POSITION TITLE: Respite Volunteer 3 hours/week
REPORTS TO: Respite Coordinator

GENERAL SUMMARY:
The Respite Volunteer is will make calls to assigned families in order to determine the well being of the caregiver. The Respite Volunteer will answer questions related to Alzheimer’s disease and will also provide resource information. In addition, funds that the family has used for respite assistance and/or products will be verified by the volunteer.

BENEFITS:
- Increase your knowledge of Alzheimer’s disease and other dementias
- Satisfaction of making a meaningful impact in the lives of people dealing with dementia as well as those caring for individuals with Alzheimer’s disease or dementia
- Flexible schedule to accommodate your availability

CORE CHARACTERISTICS AND COMPETENCIES REQUIRED:
- Demonstrated success in working independently and with a team
- Takes initiative to become involved with organization activities
- Excellent ability to communicate in person, print, and electronically to variable audiences
- Ability to work under pressure and manage multiple projects at once
- High level of integrity, diplomacy and initiative
- Good listener, caring, pleasant and calming voice
- Full understanding and compliance with confidentiality policy and conflict of interest
- Familiar with data base entry and case note documentation
- Problem assessment and problem solving skills
- Dedication and commitment to the mission and vision of the Alzheimer’s Association
- Knowledge and use of e-mail and internet

ESSENTIAL JOB FUNCTIONS:

KEY RESPONSIBILITY
- Make initial and follow-up calls to assigned families on a scheduled and as needed basis
- Provide referral support and additional information as requested
- Maintain accurate documentation of each encounter in the computer database

ADDITIONAL RESPONSIBILITY
- Mail or email appropriate information as identified during the call
- Transfer high-risk calls to appropriate staff
REQUIRED TRAINING:
• Attend St. Louis Chapter Orientation within the first 90 days
• Computer training/updates as necessary
• Attend one Advanced Volunteer Training program during the year

MINIMUM REQUIREMENTS:
• Confidentiality policy, and other paperwork as required by the Alzheimer’s Association
• Demonstrated effective telephone, communication and listening skills
• Maintain confidentiality professionalism and integrity
• Working knowledge of Microsoft Office applications (especially Word & Excel) and Google

WORKING CONDITIONS:
• Office located at Alzheimer’s Association Office
• Specific assignment: Respite Office

Volunteers may be asked to participate in or assist with other projects related to respite assistance.

Volunteer Signature __________________________ Date ________________

Supervisor Signature __________________________ Date ________________