

# NAMI DANE COUNTY



## Volunteer Handbook

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## Welcome!

Thank you for signing up to volunteer with the National Alliance on Mental Illness (NAMI) Dane County affiliate! Volunteers are important to the success of NAMI and we are excited to have you as an ally in furthering our mission.

We want to start out by thanking you for offering up your time and your talents. By committing to NAMI, you will be given the tools and the proper training needed to nurture your passion for mental health and become a proper advocate for mental health and illness in our community.

Depending on the role, volunteers will have the opportunity to partake in training and educational opportunities aimed at helping you transition seamlessly into your role. Additionally, volunteers are also welcome to get involved with special events, such as the NAMI Walks Dane County, fundraising and other special focus committees.

We are very pleased to welcome you as a member of the team. Please do not hesitate to share any concerns or questions you might have regarding your role as a volunteer- we're here to ensure that your experience is rewarding!

### **Contact Information**

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**608-249-7188**

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## **About NAMI**

The National Alliance on Mental Illness (NAMI) is the nation's largest grassroots mental health organization dedicated to improving the lives of people affected by mental illness. NAMI advocates for access to services, treatment, support and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need. The national organization was founded in 1979. Today it has fifty state organizations and more than one thousand local affiliates.

## **About NAMI Dane County**

NAMI was founded in Madison, Wisconsin in 1977 when Harriet Shetler and Beverly Young met for lunch to discuss the challenges they faced as mothers raising a child with schizophrenia. After two months of conducting a two-person support group, Harriet and Beverly decided to host a dinner meeting with 12 other families who shared similar concerns. That night, the group chose the name Alliance for the Mentally Ill, with the acronym AMI, meaning friends in French.

From the first open meeting, AMI offered information on the availability of community and inpatient services, and on intelligent advocacy procedures to acquire those services for the county. National AMI evolved from finding many other groups like AMI in various states. A conference was held in Madison in September 1979 to bring these groups together. At the end of the conference, National AMI was firmly established.

## **Programs & Services**

NAMI Dane County offers peer education, support, advocacy and awareness that transforms the lives of individuals living with mental illness, their families, and their communities. Through the four pillars of education, support, advocacy, and awareness, we aim to: Increase knowledge, understanding, and awareness about mental illness, teach new skills and tools to manage mental illness, prevent relapses, and better respond to people experiencing a mental health condition, increase social support and participation in the community, reduce stigma and encourage understanding.

NAMI Dane County offers education and support for:

1. **Individuals Living with Mental Illness:** NAMI support groups and Peer-to-Peer classes encourage, support, and empower individuals who have experienced mental health challenges and are living in recovery.
2. **Family Members and Caregivers:** 1 in 4 families are affected by mental illness. Family support groups and classes provide a safe and confidential space for families to seek help and support through learned wisdom and experiences. NAMI family classes and support groups are led by volunteers who know what it is like to have a loved one living with mental illness.
3. **The Community:** NAMI offers many opportunities to educate and involve the Dane County community in the conversation on mental illness including settings such as healthcare centers, businesses, and other community organizations.

## Volunteer Program Information

NAMI Dane County recruits volunteers from the local community, many of whom are individuals living with mental illness, their family members, health service providers, and concerned citizens. Volunteers will work with staff members in implementing the mission of the organization and be responsible for helping with the success of our daily and long-term operations. We aim to give volunteers meaningful volunteer positions and the proper recognition for the work that they do.

## Volunteer Requirements

- All volunteers must be over the age of 14 years old with parental consent, though most volunteer roles require that individuals be over the age of 18.
- Prospective volunteers must submit a Volunteer Application found on the website (found under the *Join* tab on our website. Direct link: <https://www.namidanecounty.org/volunteer/>). All volunteers will be contacted by a NAMI Dane County staff member outlining the next steps in the volunteer process.
- Volunteers over the age of 18 who are serving at sites with children will undergo a background screening. Having a criminal record will not automatically disqualify an individual but serious criminal offenses will be taken into consideration before placement into a volunteer role.
- Specific application processes, requirements, and training are required for select volunteer roles. Refer to the Volunteer Role Descriptions for more details.

## Volunteer Role Descriptions

Below is a list of opportunities being offered, their individual role descriptions, requirements and volunteer commitments for each position. Keep in mind, these opportunities are determined due to need and can change throughout the year.

<p><b>Education Course Leaders</b></p> <ul style="list-style-type: none"><li>• NAMI Family-To-Family Teacher</li><li>• NAMI Basics Teacher</li><li>• NAMI Peer-To-Peer Mentor</li><li>• NAMI Homefront</li></ul> <p><b>Support Group Facilitators</b></p> <ul style="list-style-type: none"><li>• NAMI Family Support Group Facilitator</li><li>• NAMI Connecting Peer Support Group Facilitator</li><li>• Bipolar/Depression Support Group Facilitator</li><li>• Women’s Anxiety/Depression Support Group Facilitator</li><li>• Young Adult Support Group Facilitator (18-30s)</li></ul>	<p><b>Community Education/Outreach Volunteers</b></p> <ul style="list-style-type: none"><li>• NAMI Ending the Silence</li><li>• Hearing Voices Volunteers</li><li>• In Our Own Voice Presenter</li><li>• Ending the Silence Volunteer</li><li>• Access, Support, and Recovery</li></ul> <p><b>Committee Volunteers</b></p> <ul style="list-style-type: none"><li>• NAMI Walks Dane County Committee</li><li>• Special Events/Fundraising Committee</li><li>• Advocacy Committee</li></ul> <p><b>Administrative Office Volunteer</b></p> <ul style="list-style-type: none"><li>• Organizing the office space</li><li>• Data entry and analysis</li><li>• Library management</li><li>• Mailing and filing</li><li>• Creating fliers/promotional materials for groups and special events</li></ul>
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# ***Educational Course Leaders***

## ***NAMI Family-To-Family Facilitator***

**Role Description:** The NAMI Family-To-Family educational class is for families, partners and friends of individuals with mental illness. The course is designed to facilitate a better understanding of mental illness, increase coping skills, and empower participants to become advocates for their family members. NAMI Family-to-Family was designated as an evidence-based program by SAMHSA. The course consists of 12 two-and-a-half hour sessions and is taught by two co-teachers.

**Location:** Classes are held in Dane County (look at events calendar on the website for more information)

**Reports to:** Program Coordinator

### ***Role Requirements:***

- Personal experience supporting an adult family member with a mental illness and the willingness to share their experience with other participants.
- Preferably participated in a NAMI Family-to-Family course before.
- Gone through the process to become a Family-to-Family Teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
- Complete a 2 day NAMI Wisconsin training course.
- Current member of NAMI, or willing to join.
- Responsible, strong organizational skills and people skills.
- Desire to teach and a commitment to adhering to the NAMI Family-to-Family course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.

**Volunteer Commitment:** Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2.5 hours for 12 consecutive weeks.

### ***Volunteer Responsibilities:***

- Work collaboratively with co-teacher to teach the class, including planning, setup/cleanup, and bringing materials and keeps in touch with the participants over email/phone for the duration of the course.
- Work with the Program Coordinator to assist with the planning, coordination of classes, and completion all paperwork requirements (questionnaires, demographic surveys and attendance).
- Volunteer must have gone through their teacher requirements before the start of the course and go through a refresher course whenever offered.
- Understands the importance of confidentiality and vows to practice it in their own classes.



## ***NAMI Basics Teacher***

**Role Description:** NAMI Basics is for parents and other family caregivers of children and adolescents who have either been diagnosed with a mental illness/emotional disturbance or who are experiencing symptoms but have not yet been diagnosed. This course consists of six two-and-a-half hour classes. The course is taught by 2 volunteer teachers who provide information about the impact of mental illness on the family, treatment, support, coping, and navigating child serving systems.

**Location:** Classes are held in Dane County (look at events calendar on the website for more information)

**Reports to:** Program Coordinator

### ***Role Requirements:***

- A parent or caregiver of a child with mental illness and shares the willingness to share their story with others.
- Preferably participated in a NAMI Basics course or other NAMI programming.
- Gone through the process to become a Basics teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
- Complete a 2 day NAMI Wisconsin training course.
- Current member of NAMI, or willing to join.
- Desire to teach and a commitment to adhering to the NAMI Basics course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.

### ***Volunteer Commitment:***

Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2.5 hours for 6 consecutive weeks.

### ***Volunteer Responsibilities:***

- Work collaboratively with co-teacher to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Work with the Program Coordinator to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill teacher refresher requirements.
- Encourage class participants to join NAMI and become advocates.

## ***NAMI Peer-to-Peer Mentor***

**Role Description:** Facilitators are responsible for teaching Peer-to-Peer (P2P), a free, 10-week recovery education course open to individuals with mental illness who are interested in support, wellness, and recovery. The course uses a combination of lecture, discussion and structured activities to provide information and offer opportunities to reflect on the impact of mental illness. P2P offers comprehensive information on the biological basis of mental illness and information on basic self-care.

**Location:** Classes are held in Dane County (look at events calendar on the website for more information)

**Reports to:** Program Coordinator

### ***Role Requirements:***

- Personal experience having a mental illness and living in recovery.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to supporting individuals dealing with mental illness.
- Participated in a NAMI Peer-to-Peer course or other NAMI program offerings.
- Gone through the process to become a Peer-to-Peer teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
- Complete a 2 day NAMI Wisconsin training course.
- Current member of NAMI, or willing to join.
- Desire to teach and a commitment to adhering to the NAMI Peer-to-Peer course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.

**Volunteer Commitment:** Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2 hours for 10 consecutive weeks.

### ***Volunteer Responsibilities:***

- Work collaboratively with co-mentor to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Work with the Program Coordinator to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill mentor refresher requirements.
- Encourage class participants to join NAMI and become advocates.



## ***NAMI Homefront Teacher***

**Role Description:** Two facilitators are responsible for teaching NAMI Homefront, a free, 6-session educational program for families, caregivers and friends of military service members and vets with mental health conditions. Based on the nationally recognized NAMI Family-to-Family program, NAMI Homefront is designed to address the unique needs of family, caregivers and friends of those who have served or are currently serving our country. The program is designed to help individuals navigate the mental health care system and develop a functional skill set to communicate and work effectively with other family members.

**Location:** Classes are held in Dane County (look at events calendar on the website for more information)

**Reports to:** Program Coordinator

### ***Role Requirements:***

- A veteran living with a mental health condition or a family member of service members.
- Willingness to share one's own lived experience with course participants.
- Strong commitment to other veterans and their family members deal with mental illness.
- Participated in a NAMI Homefront course or other NAMI program offerings.
- Gone through the process to become a Homefront teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
- Complete a 2 day NAMI Wisconsin training course.
- Current member of NAMI, or willing to join.
- Desire to teach and a commitment to adhering to the NAMI Homefront course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.

**Volunteer Commitment:** Volunteers are encouraged to teach the course at least twice in the 2 years following completion of training. The course meets for 2 hours for 6 consecutive weeks.

### ***Volunteer Responsibilities:***

- Work collaboratively with co-mentor to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Work with the Program Coordinator to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill mentor refresher requirements.
- Encourage class participants to join NAMI and become advocates.

# ***Support Group Facilitators***

All support groups follow a peer-based, mutual support group model that provides an opportunity for individuals living with mental illness to share and learn from their common experience. Groups are a safe space to confront the challenges that all people with mental illness face, regardless of diagnosis. All peer support groups are led by a trained facilitator with lived experience and follow a structured format to ensure everyone in the group has an opportunity to be heard and to get what they need. Facilitators offer support, information, and practical knowledge to people living with mental illness. Facilitators are not counselors or teachers; rather, they are present primarily to give the group structure by opening and closing each support group session, guiding discussion, and shifting discussion when necessary.

## ***NAMI Family Support Group Facilitator***

**Role Description:** The Family Support groups are 90-minute bi-monthly support groups for family members and friends of people with mental illness. The group meets the 1st and 3rd Mondays of each month from 7-8:30pm under the guidance of 2 volunteer facilitators.

## ***NAMI Connecting Peer Support Group Facilitator***

**Role Description:** NAMI Connection Peer Support Groups follow a peer-based, mutual support group model that provides an opportunity for individuals living with mental illness to share and learn from their common experience. Groups meet every Sunday from 6:30-8pm under the guidance of 2 volunteer facilitators.

## ***Bipolar/Depression Peer Support Group Facilitator***

**Role Description:** Bipolar/Depression Peer Support Groups follow a peer-based, mutual support group model that provides an opportunity for individuals living with either bipolar or depression to share and learn from their common experience.

## ***Women's Anxiety/Depression Peer Support Group Facilitator***

**Role Description:** Women's Anxiety/Depression Peer Support Group is a 90 minute bi-monthly support group for women who experience anxiety/depression.. Groups meets the 1st and 3rd Wednesdays of each month from 6:30-8:00pm

## ***Young Adult Support Group (Ages 18-30's)***

**Role Description:** Young Adult Support Groups are bi-monthly, peer-based support groups for adults aged 18-30's living with a mental illness. This model gives young people living with mental illness an opportunity to share and learn from their common experience. Groups meet every 1st and 3rd Sundays of the month from 6:30pm-8:00pm.

## ***Support Group Role Requirements and Responsibilities***

**Location:** Support groups have been fully online since Spring 2020. We are currently in the process of moving groups back to in-person but at time of writing our groups are still virtual. Facilitators receive an email with the meeting link and roster of participants the night of each group. Facilitators should have access to a space that protects the confidentiality of participants (i.e., if you are facilitating a virtual group, try to avoid doing so in a public place such as a library or coffee shop).

**Reports to:** Program Coordinator

### ***Role Requirements:***

- Personal experience with mental illness (corresponding with the support group) and living well in recovery.
- Willingness to share one's own lived experience with mental illness.
- Strong commitment to supporting individuals dealing with mental illness.
- Gone through the process to become a support group facilitator: including filling out the volunteer application, completing an interview with the Program Coordinator.
- Complete 2-day NAMI training course.
- Past participation in a NAMI support group is required.
- Current member of NAMI, or willing to join.
- Responsible, good organizational skills, strong people skills.
- Desire to facilitate and adhere to the NAMI support group model.

**Volunteer Commitment:** Volunteers are asked to make a 6 month commitment upon completion of training.

### ***Volunteer Responsibilities:***

- Work cooperatively with co-facilitator to conduct the group.
- Respect the privacy of support group attendees by creating an environment of confidentiality in the program setting and by holding in confidence sensitive, private and personal information. However, you must also be prepared to break confidentiality when you believe there is a danger of harm to a participant or others.
- Offer respect, understanding, encouragement, and hope to peers in the group coping with mental illness.
- Send attendance and weekly reporting forms to Program Director.
- Fulfill refresher requirements.
- Encourage attendees to join NAMI and become advocates.
- Actively maintain your own wellness and respect your emotional and physical limitations.

# ***Community Education and Outreach Volunteers***

## ***Representative for Community Events***

**Role Description:** NAMI participates in community events, fairs, and festivals to introduce the organization, its mission, and its resources to the community at large. Events are held at sites such as universities, faith-based institutions, and community organizations. NAMI also holds bi-monthly listening sessions throughout the community to educate the audience about relevant mental health topics.

**Location:** Events are held throughout Madison and Dane County.

**Reports to:** Outreach Coordinator

### ***Role Requirements:***

- Comfortable being out in the community.
- May require sitting or standing for extended periods in variable weather conditions.
- General, working knowledge of mental illness and NAMI's mission. Fact sheets and talking points will be provided.
- May require lifting and carrying items of moderate weight to transport materials.

**Volunteer Commitment:** Outreach events are usually 2-6 hours and usually occur on weekends, though some take place during the week.

### ***Volunteer Responsibilities:***

- Volunteers may be asked to pick up resource materials from the NAMI Dane County office prior to the event date and return these items afterward.
- Staff the booth at the event, usually while working cooperatively with NAMI Dane County staff and/or volunteers. Tasks include greeting members of the public, answering general questions about NAMI, distributing resources and materials, and encouraging interested individuals to sign up for our email list.

## ***In Our Own Voice Presenter***

**Role Description:** In Our Own Voice (IOOV) was created to involve individuals living with mental illness in NAMI's national effort to educate the general public about mental illness. The goal is to change the attitudes, preconceived notions and stereotypes of what individuals living with mental illness look and act like. Presentations are given to consumers, health care providers, law enforcement officials, faith communities, students, and any other community organization that is interested in learning more about mental illness and recovery. The presentation format includes viewing a NAMI video about mental illness, personal testimony from 2 IOOV volunteers, and time for questions from the audience.

**Location:** Presentations are held throughout Madison and Dane County.

**Reports to:** Program Coordinator

**Role Requirements:**

- Adult with mental illness who is living well in recovery.
- Apply to IOOV program by completing a supplemental application and interview with Program Coordinator.
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- Complete 2-day NAMI training course.
- Current member of NAMI, or willingness to join.

**Volunteer Commitment:** Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are typically 90 minutes.

**Minimum Age:** 18 years old.

**Volunteer Responsibilities:**

- Work cooperatively with a co-presenter to conduct the presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Program Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Program Coordinator has accurate information regarding their availability.

## **Ending The Silence Volunteer**

**Role Description:** Ending the Silence (ETS) is a NAMI classroom program, presented by two volunteers, including a young adult with lived experience of a mental health condition. Through ETS, high school students learn indicators of mental illness, how to help themselves, friends, and family members who might need support. NAMI Ending the Silence helps raise awareness and change perceptions around mental health conditions. Through this free classroom presentation, students get to see the reality of living with a mental health condition. During the 50-minute presentation, a young adult living with mental illness and a family member tell their stories about mental health challenges.

**Location:** Presentations are held throughout Madison and Dane County

**Reports to:** Program Coordinator

**Role Requirements:**

- Adults with mental illness who is living well in recovery.

- Apply to ETS program by completing a supplemental application and interview with Program Coordinator.
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- Complete 2-day NAMI training course.
- Current member of NAMI, or willingness to join.

**Volunteer Commitment:** Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are typically 50 minutes.

**Minimum Age:** 18 years old

**Volunteer Responsibilities:**

- Work cooperatively with a co-presenter to conduct the presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are responsible for gathering materials needed for the event from the NAMI Dane County office. Excess materials should be returned after the event.
- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Program Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Program Coordinator has accurate information regarding their availability.

## Hearing Voices Volunteer

**Role Description:** Hearing Voices is a one hour long workshop which simulates auditory hallucinations while the participants complete various tasks. This workshop allows participants to better understand the day to day challenges that individuals with mental illness may face, become more empathetic and compassionate towards individuals who hear voices, and also apply what they have learned during the workshop to their interactions with people who experience auditory hallucinations. This workshop also assist in the reduction of stigmatization of mental illness.

**Location:** Programs are held throughout Madison and Dane County

**Reports to:** Program Coordinator

**Role Requirements:**

- Apply to Hearing Voices Program by completing a supplemental application and interview with Program Coordinator
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups
- Complete 2- Day NAMI training course
- Current NAMI member or willingness to join

**Volunteer Commitment:** Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are typically 60 minutes.

**Volunteer Responsibilities:**

- Work cooperatively with a co-presenter to conduct the presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are responsible for gathering materials needed for the event from the NAMI Dane County office. Excess materials should be returned after the event.
- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Program Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Program Coordinator has accurate information regarding their availability.

## **Access, Support, and Recovery Volunteer**

**Role Description:** Access, Support, and Recovery (ASK) is a 90 minute presentation that aims to increase awareness and access to mental health services in communities of color. This presentation is currently available for African American and Latino populations.

**Location:** Programs are held throughout Madison and Dane County

**Reports to:** Program Coordinator

**Role Requirements:**

- Apply to Access, Support, and Recovery Program by completing a supplemental application and interview with Program Coordinator
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups
- Complete 2- Day NAMI training course
- Current NAMI member or willingness to join

**Volunteer Commitment:** Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are typically 90 minutes.

**Volunteer Responsibilities:**

- Work cooperatively with a co-presenter to conduct the presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are responsible for gathering materials needed for the event from the NAMI Dane County office. Excess materials should be returned after the event.



- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Program Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Program Coordinator has accurate information regarding their availability.

## ***Special Events and Fundraising Volunteer***

**Role Description:** Event Volunteers provide assistance the day of an event. NAMI Dane County's largest events each year are NAMIWalks and the Annual Banquet, though other events may be scheduled throughout the year as well. Development volunteers assist in researching grant opportunities and applying for them.

**Location:** Events are held throughout Madison and Dane County

**Reports to:** Program Coordinator for Major Event planning and WALK Manager for NAMIWalks

### **Role Requirements:**

- Ability to follow directions and work independently if needed.
- Attend Development and Major Events monthly committee meetings.

**Volunteer Commitment:** Volunteers are scheduled on an as-needed basis. We encourage them to complete at least 10-15 hours.

**Minimum Age:** 14 years old.

### **Volunteer Responsibilities:**

- Help with setup and registration.
- Share resources at a NAMI informational table.
- Assist with event promotions, marketing, and getting sponsors.
- Research and apply for grants (if applicable)

## ***Advocacy Committee Volunteer***

**Role Description:** The primary goal of the Advocate is to play a role in supporting local advocacy efforts. Advocates may also be asked to testify before a hearing.

**Location:** Committee meetings take place the 2nd Monday of every month from 5:30-7pm at the NAMI Dane County office.

**Reports to:** Advocacy Committee Chair

### **Role Requirements:**

- Passionate about working to see improvements in mental health services.

- Personal experience either having a mental illness or having a family member with a mental illness is helpful but not required. Advocates should be comfortable sharing their story and connecting it to a call to action.
- Complete NAMI Smarts for Advocacy Training; 1 day in-person training or via webinar.
- Attend monthly Advocacy Committee meetings.

**Volunteer Commitment:** Volunteers are encouraged to commit for the length of 1 legislative session (December through March).

**Minimum Age:** 18 years old

**Volunteer Responsibilities:**

- NAMI membership is encouraged.
- Attend events during the legislative session to meet with legislators and show support.
- Stay up-to-date on the latest advocacy news via NAMI Dane County's e-newsletter.
- Attend monthly Advocacy Committee meetings.

## Administrative Office Volunteer

**Role Description:** Office Volunteers are scheduled on an as-needed basis to provide general administrative support to staff and complete special projects.

**Location:** Depending on the type of assignment, volunteers may be scheduled on site during business hours (Monday-Friday 8:30am-4:30pm) or volunteer remotely from home.

**Reports to:** Outreach Coordinator

**Role Requirements:**

- Some tasks may require additional skills (e.g. computer skills or customer service skills).
- Experience with mental illness personally, as a caregiver, or as a professional is helpful but not required.
- Sitting or standing for extended periods; moderate to heavy lifting may be required.

**Volunteer Commitment:** Volunteers are scheduled on an as-needed basis

**Minimum Age:** 14 years old

**Volunteer Responsibilities:**

- General administrative support includes preparing mailings, organizing files, faxing, copying, assembling resource materials, managing the library, working with revamping the volunteer database entry system etc.

## Volunteer Procedures, Policies, and Guidelines

### Equal Opportunity

NAMI Dane County strongly maintains an equal opportunity policy. We recruit, accept, train, promote, and

dismiss volunteers on the basis of competence and job performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status, or disability.

### **Standards of Ethical Conduct**

Volunteers should conduct their work in a manner that is consistent with the NAMI Dane County's mission. Compliance with this policy of ethics is the responsibility of every NAMI volunteer and employee. Disregarding or failing to comply with the standards could lead to disciplinary action, possibly including termination.

### **Confidentiality Policy**

Any information in regards to the participants of NAMI Dane County programs including consumers, volunteers, and personnel shall remain privileged and confidential. This information may include, but is not limited to, any medical, social, referral, personal, and/or financial information. Disclosure of any confidential information shall not be released to anyone not associated with NAMI Dane County. Volunteers must seek staff permission prior to taking any pictures or videos.

### **Office Closures and Program Cancellations**

If the office must close, program cancellations will be made on a case-by-case basis at the discretion of staff or volunteers. However, keep in mind that NAMI Dane County reserves the right to cancel programming based on the availability of volunteers, due to number of registrants, site availability, and other extenuating circumstances. When in doubt about whether or not to attend your volunteer commitment, call 608-249-7188 before attending.

### **Volunteer Commitment**

Volunteers are kindly asked to be willing to commit to the volunteer service expectation outlined for their given role. This ensures we have the support necessary to run programs and provide consistency for the consumers. Excessive absences or tardiness may be grounds for reassignment or dismissal at the discretion of the staff members. Our relationship with volunteers is of utmost importance; therefore, volunteers will be given an opportunity to discuss their attendance if corrective action is needed.

### **Volunteer Scheduling and Cancellations**

We seek to find the best fit for our volunteer positions but if a program has capacity limitations, volunteers on the waitlist are still encouraged to continue their service by attending workshops, helping with special events, and picking up shifts as a substitute. We appreciate your patience and willingness to grow with us!

On the other hand, when you commit to your volunteer role, we count on your participation to implement the program. If you must cancel due to an emergency, please call the NAMI Dane County office (608-249-7188) as soon as possible so a substitute may be found. Please keep in mind finding substitutes to fill-in, especially on short notice, may be impossible and ultimately impair the delivery of our services. ***Please try to reserve canceling for emergencies only!***

### **Self Care**

We want your volunteer service to be a satisfying and rewarding experience, but we are aware that there may be times that you find volunteering to be stressful. Volunteer experiences can be deeply personal

and cause intense feelings. Volunteers are encouraged to find a trusted confidant to share their experiences and engage in enjoyable activities to help “recharge.” When in doubt, contact the Program or Outreach Coordinator for assistance. Volunteers can seek additional training to feel prepared for their role, or pursue a new Volunteer Role if desired.

### **Feedback and Evaluation**

The work of volunteers will be evaluated by program participants and the NAMI Dane County staff for all opportunities.

## ***NAMI Dane County Operations & Policies***

### **General Rules**

1. *Alcohol/Drugs/Smoking* - When participating in NAMI Dane County programs and activities, volunteers are prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs in any way illegal. This policy ensures a drug- and alcohol-free location that is safe, healthy, and productive. Smoking is prohibited throughout the workplace and within 50 feet of any exterior entrance. This policy applies to volunteers, employees, and visitors.
2. *Harassment* - Working on NAMI Dane County programs, projects, and operations should be an enjoyable experience. Any volunteer who feels he or she is the subject of harassment should immediately speak to their staff contact or supervisor to resolve the issue. The incident (and any resolution) must be reported to the Executive Director.
3. No outside observers are permitted in support groups or education courses.

### **Emergency Procedures**

In the event of an emergency, medical issue, accident, or injury, a NAMI Dane County staff will contact the appropriate services for emergency response. If a volunteer is not under the direct supervision of a staff member, they will be responsible for contacting emergency services if needed. An Incident Report Form should be filed with a staff member after emergency response is complete.