



Neighborhood Ambassador Volunteer Program Fact Sheet

Why: Recent surveys indicate that elders and their caregivers need reliable information about the resources available in Travis County to help them meet their day-to-day needs. The Neighborhood Ambassador Program is a unique, free service for older adults who may need some kind of assistance, but don't know who to ask.

Who: The Neighborhood Ambassador Program is administered by a volunteer-driven group of committed individuals working in elder services and advocacy through the Aging Services Council (ASC) and Coming of Age Austin Metro. This core group of individuals helps recruit and train community volunteers, *like you*, to become Neighborhood Ambassadors. As an Ambassador, you will support the outreach arm of the program, serving as an *Information Specialist*, distributing senior-relevant information about the types of resources available to local seniors. Ambassadors may be adults of any age who are willing to help promote awareness, as well as the health and safety of older adults and their caregivers.

Helpful Skills to Have:

- Positive personality, cheerful attitude
- Good oral and written communication skills, effective listening skills
- Reliable planning and organizational skills
- Ability to conduct brief presentations and encourage participation
- Ability to work with people of varying backgrounds and respect for the confidentiality of participants
- Dependable, self-motivated, self-starter
- Basic computer, internet usage, and word processing skills (helpful, but not required)

Where: As a Neighborhood Ambassador, you will distribute beneficial and reliable information about senior-relevant resources available throughout Travis County. You will choose community sites you are affiliated with—such as congregations, neighborhood associations, senior residences, civic centers, clinics, or other organizations that serve the needs of older adults—to distribute newsletters, pamphlets, flyers, and literature that would help seniors meet their daily needs. Information may be distributed in either electronic or hard copy format.

When: The Neighborhood Ambassador will volunteer an estimated two - three hours per month.

What: Activities include:

- Completing a 1 – 2 hour program orientation/training
- Familiarizing yourself with Ambassador and 2-1-1 materials
- Distributing Ambassador Newsletter, pamphlets, flyers, literature, and other resource materials in either hard copy or electronic format
- Providing information and making referrals, as needed
- Becoming the “go-to” or “point person” for individuals in your community/neighborhood who may need information about senior-related services and resources
- Completing a simple monthly report for Coming of Age Austin Metro
- Being willing to place information about the Ambassador Program in newsletters where you are affiliated

To learn how to become a Neighborhood Ambassador, please contact Coming of Age Austin Metro at comingofage@co.travis.tx.us or 512.854.7787.