

# Volunteer Job Description-TSO

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## **TSO Mission:**

TSO is an all volunteer organization with the mission of providing support to the organ donation and transplantation community. Through monthly education meetings, social opportunities, public policy input, and school outreach programs, TSO promotes the mission set forth by the organization, to make every waiting list candidate a recipient.

## **Who can be a volunteer:**

Volunteers are welcome from the TSO participant population. They may be recipients, pre-transplant recipients, family members, friends, and members of the public who have an interest in organ donation and transplantation. Volunteers should attend a training session presented by TSO or the NYODN to insure familiarity with the subject matter, procedures for solicitation of donors, and clarity on how questions should be answered. New Volunteers will always be teamed up with a more senior volunteer who can train and assist during an event.

## **How are assignments made:**

Generally, assignments for TSO events will be made through the TSO Committee Chairpersons. An email will go out with events that have become available or you may receive a telephone call asking for your participation. Volunteers can call or email their commitment to participate in an event. Every attempt will be made to assign volunteers close to home and in most cases 2 or more volunteers are assigned to each event. Once a volunteer commits to an event, they must notify the chairpersons if they have to cancel right away so that another volunteer can be secured, **please just don't show up.**

## **Event Hours:**

The event email will specify the time of the event. Please be prompt and set up at least 15 minutes prior to the start time. If the event winds down and you are ready to leave, please let the event coordinator at the site know that you are leaving and thank them. For longer events, TSO will try to stagger the hours so that volunteers can be relieved.

## **Dress requirements:**

Your appearance is very important to the communication process. If you have a TSO polo shirt or a Donate Life T-shirt please wear that. Let the committee chair know if you do not have one.

## **Handout materials:**

TSO chairpersons will make materials available for the event. NYODN also has materials which you can get once you are registered to be a NYODN volunteer and have gone through the training. Always have the NYODN brochure available since this is where the donor registration card is located. Completed

cards should be turned over to the committee chairpersons or the senior volunteer at the event. Additional materials may be bracelets, pens, candy, newsletters and other items as available.

**Please secure your personal belongings during events. TSO is not responsible for lost or stolen items so be mindful to take only what you will need and to keep valuables on your person.**

**Complaint procedures:**

All complaints are to be directed to the committee chairpersons. Every attempt will be made to address your concerns and resolve them but please remember that we are guests of the hosting agency. The committee chairperson may bring your concerns to the TSO Board of Directors for further action so you may be asked to put your complaint in writing.