Volunteer Title: Oley Ambassador (OA)
Reports To: Member Coordinator

Basic Function and main goals

- The Oley Ambassador’s main goals are to offer peer-to-peer support to other home intravenous and/or tube feeding (HPEN) consumers and caregivers; to help Oley Foundation outreach and support efforts; and to heighten awareness of Oley resources in their geographic area, social networking community, clinical circles, etc.
- The Oley Ambassador program is an integral part of the Oley Foundation’s outreach efforts, helping to fulfill the needs of the Oley Foundation.
- An Oley Ambassador has a great understanding of the challenges faced by those requiring HPEN and recognizes the value of Oley Foundation resources and connections.

Roles and Responsibilities

Oley Ambassador roles and responsibilities can be flexible based on the Ambassador’s skills, available time, and interest. An Oley Ambassador:

- Understands the Oley mission and recognizes the value of the resources and connections, and how they impact the members we serve.
- Helps Oley Foundation outreach and support efforts using their time, personal skills, interests, etc.
- Endorses the premise that Oley’s mission depends upon the full participation of all members of the HPEN family and remains impartial (refraining from being a spokesperson for, employee of, or referring anyone to any particular homecare company, manufacturer, product, etc.).
- Oley Ambassadors should be familiar with Oley’s mission as it is the foundation and inspiration for all we do.

Mission: To enrich the lives of those living with home intravenous nutrition or tube feeding through education, advocacy, community, and innovation.

Duties and Responsibilities

Working with the Member Coordinator, an Oley Ambassador may:

- Distribute Oley materials in their area.
- Offer to visit a patient awaiting discharge on HPEN.
- Host support group meetings/gatherings.
- Offer telephone/e-mail support to others.
- Help monitor and/or respond to chat forum discussions, and social media posts.
• Help to put a “face” to HPEN therapy in local media events, etc.
• Staff exhibit booths at professional meetings, distributing Oley materials and networking on behalf of the Foundation.
• Assist in advocacy efforts (write or visit lawmakers regarding an issue relevant to HPEN or digestive diseases).
• Help with fulfilling the needs of the Oley Foundation through tasks and assignments that match the OAs interests, talents, gifts, and skillsets.
• Other duties as proffered by the Member Coordinator to help fulfill specific needs of Oley.

Requirements

• Participation in training and workshops.
• Participation in an annual interview with the Member Coordinator.
• Completion of the annual Conflict of Interest Form (COI).
• Submission of the monthly OA Check-in form, a minimum of two per year.
• Support Group hosts must turn in a monthly Support Group Check-in form.
• Respond to emails, phone calls and mail in a timely manner.
• Remain up to date on Oley resources and events.
• Be familiar with the Oley Ambassador Handbook.