



VOLUNTEER OPPORTUNITIES

U.S. Department of Veterans Affairs

Alaska VA

Information Desk - VA Outpatient Clinic, Anchorage: Provide information and assist Veterans, their care givers, family members, and other visitors when they enter the clinic. Answer telephone and respond to inquiries with accurate information. Volunteers help Veterans check-in, give accurate directions to medical appointments and other visits, and whenever possible, offer to take visitors to their respective destination. When assistance is needed, transport Veteran patients throughout facility, including assistance to Joint Venture hospital through pedestrian link (JBER access required). Schedule flexible: Monday through Friday between the hours of 8am – 4:30pm.

Information Desk- Veterans Benefits Administration (VA Outpatient Clinic, 2nd Floor, Anchorage): Provide information and assist Veterans when they visit the reception area. Answer telephone and respond to inquiries with accurate information. Volunteers are needed Monday through Friday between the hours of 8:30am – 4pm.

Program Assistant - Women Veterans Program: Helps distribute monthly education material throughout the VHA clinic and assists mailing education information to outlying VA facilities. Help change bulletin boards with updated information and current health care campaigns. Helps organize Spring Health and Wellness Fair and Fall Women Veterans Recognition Ceremony. Assist with developing brochures and flyers to publicize current classes and offerings specific to women Veterans. Ensures variety of Women Veteran Program information is up-to-date in patient waiting areas. Flexible schedule, minimum 4-6 hours per week.

Van Drivers – Veterans Transportation Service (VTS): VTS Drivers are regularly scheduled volunteers who provide transportation for Veterans to VA authorized medical appointments and other VA services in the community. Drivers use VA vehicles, drive in a safe manner and abide by all state driving laws. Volunteers interact with veteran passengers in a professional courteous manner, and complete required reporting forms for each trip. Drivers also provide ambulatory plus wheelchair assistance during entry and exit from the vehicle, and safely secure Veterans with seatbelts and wheelchair lock-down mechanisms. While performing their volunteer driving assignment, drivers are covered by the Federal Tort Claims Act. VTS Drivers must have a valid driver's license, show proof of insurance, complete a (free) VA physical fitness for motor vehicle operation medical examination, and have a safe driving record.

My HealtheVet (MHV) Program: Volunteers are needed to assist at the MHV enrollment stations at the main facility. Volunteer will register Veterans on MHV, provide instructions how to navigate MHV and the Secure Messaging website, assist with questions and password resets, contacting Veterans by phone to encourage registrations, give reminder phone calls to upgrade individual MHV accounts, and assist with presentations in the community and VA facilities to provide MHV outreach. Volunteer schedules are flexible, operations conducted Monday through Friday from 8am – 4:30pm. Volunteers are required to complete training to receive computer access.

Information Technology (IT) Assistant: Assists with hardware setup, installations and deployments, inventory updates, IT Help Desk tickets, and special project assignments as needed. Requires basic knowledge and skills applying IT principles and practices. Written and oral communication skills required, plus ability to analyze basic facts related to computer-related issues. Basic computer/typing skills; ability to lift 35 pounds (printers, routers, switches, etc.). Flexible schedule.

MOVE Buddy – Rehabilitation Service: MOVE! is a national weight management program designed by the VA National Center for Health Promotion and Disease Prevention (NCP), a part of the Office of Patient Care Services, to help Veterans lose weight, keep it off and improve their health. Volunteers will learn how to use basic motivational interviewing communication skills to provide empathy, support, and motivation to change health behaviors. They will not provide actual counseling or any nutritional/medical information. General guidelines include assigning males to males and females to females. Works with MOVE coordinator who will match veterans and MOVE Buddies. MOVE Buddies will make at least 2-4 calls to assigned MOVE Veteran per month. Documents call numbers and time spent on the calls. Meets at least quarterly with the MOVE buddy facilitator. Ideal volunteers include former or current MOVE participants and other volunteers who have made healthy life-style changes by increasing physical activity, and/or eating healthy.

Ideal candidates are those with experience with telephone interviews and good customer service skills. Must be able to use a telephone. Flexible schedule, office telephone available on Fridays.

Receptionist – Office of the Director: Volunteer provides phone coverage, outstanding customer service, computer operations, and excellent communication skills. Work is sedentary, volunteers are expected to provide a minimum of 2-3 hours of assistance per day, hours of operation are 8am – 4:30pm. Volunteers must be at least 18 years old.

Office Operations Support Clerk - Health Administration Service: Operates B/W and color copiers, booklet binding machine, paper drill, power cutter, and other Office Operations and Mail Room equipment. Requires good customer service and communication skills. Ability to understand and follow instructions, verbally and in writing. Ability to complete tasks in a timely and accurate manner. Standing, walking, and sitting for extended periods. Tasks include: sorting mail, running mail machine, pushing carts and equipment racks, plus lifting/carrying items up to 10 pounds. Volunteer schedule is weekdays from 8am to 4pm with flexible hours (morning or afternoon). Volunteers must be at least 18 years old.

Patient Education Assistant: Volunteer creates informational packets for a variety of patient education and disease prevention classes. Makes copies and assembles booklets, trifolds, and other education materials. Replenishes educational materials in patient waiting areas, and assists with distribution of materials to VA facilities throughout Alaska (e.g., Community Based Outpatient Clinics, etc.). Excellent clerical skills required. Standing, sitting, walking, and lifting will be minimal. Volunteer schedule: two days per week, flexible hours.

Public Affairs Assistant: Volunteer makes changes to the Alaska VA internal and external internet and assists the Public Affairs Officer with posting information on the Alaska VA Facebook. Volunteer must be proficient with SharePoint, Social Media, Power Point and Excel. Volunteer schedule is flexible during weekdays.

Filing Assistant - Surgical/Specialty Clinics: Volunteers are needed to assist staff with organizing files in various areas in the specialty clinics two days per week (Monday through Friday) any time of the day between the hours of 8:00 a.m. until 4:00 p.m.

Reception Assistant – Rehabilitation Service (Audiology): Volunteer interacts with Veteran patients in person and on the telephone. Helps organize program materials, and provides general support for the Rehabilitation clinic, helping manage daily tasks and activities. Calls patients to inform them when their hearing aid repairs are complete, and contacts patients to remind them of appointment days/times. Must have ability to communicate effectively, maintain patient confidentiality, and possess effective administrative and interpersonal skills. Physical requirements include standing for short periods of time and sitting for extended periods of time.