

# Metro Atlanta RSVP

## Consumer Fraud Advocate Volunteer Position Description

### Description

Help older adults increase awareness regarding consumer fraud by making informal community presentations, answering specific questions and/or providing individual counseling regarding most common scams (Medicare, mail and identity theft) and information on how to protect people from these scams.

### Responsibilities

- Attend community events, make presentations and/or provide one-on-one counseling to interested parties regarding consumer fraud
- Travel to specified locations (senior centers, congregate residences or organization locations) to provide presentations and/or counseling
- Handle general administrative tasks connected to counseling and/or presentations and reporting volunteer hours and outreach
- Distribute appropriate information and brochures to clients and consumers
- Maintain strict confidentiality standards

### Qualifications

- Good communication and public speaking skills required
- Comfort level and proficiency in communicating with older adults
- Ability to relate well to diverse populations
- Ability to work with limited supervision
- Must pass background check and sign confidentiality agreement

### Training

Attendance at 6 hour Consumer Fraud training is required. These workshops are scheduled several times a year. Additional sessions will also be held to update volunteers on new information and provide networking opportunities as needed.

### Time Commitment

A minimum of (4 hours) a month is preferred. Days and hours are flexible during regular business hours to fit the schedule of the volunteer. Occasional weekend opportunities.

### Location/Reports to

Assigned RSVP station

I understand the effectiveness and credibility of this program depends, in part, on the way I carry out the responsibilities detailed above. I will do my utmost to carry out these responsibilities and remain current on all issues related to this volunteer position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

