

## FFL Orlando 2022 Job Description

### Teen Staff

**Job Title:** Teen Staff

**Job Overview:**

Volunteers are crucial to the success of Friends for Life conferences. Parents entrust the care of their children to age group leaders and staff for the duration of the conference – and for some parents of Teen attendees, FFL is the first time they are allowing their children with T1D “go out into the world” on their own, without parental supervision. It is the responsibility of Teen Staff volunteers to provide exceptional care and support so all participants have a positive and safe experience while at FFL. Teen Staff are also key in supporting the learning objectives set out within the program’s curriculum.

**Job Responsibilities:**

Teen Staff are responsible for implementing planned programming under the guidance of Teen Program Leaders and ensuring the welfare of teen attendees ages 13-17 as they participate in all designated activities and programming. Specific duties of this role are as follows:

- **Complete Assigned Training:** Participating in all assigned FFL volunteer training, including completing assigned digital trainings before you arrive on-site for FFL Orlando. This includes being on-site at Coronado Springs the morning of Tuesday, July 5th for in-person training.
- **Staff Teen Program:** Working in the assigned Teen spaces for the entirety of the conference. Your responsibilities while on-shift will include:
  - Arriving at least 15 minutes prior to the start of your shift for all programming for which you are scheduled, prepared and dressed appropriately for the day’s activities.
  - Understanding planned activities, learning instructions for them, following Teen Leader guidance for implementing them, and explaining the rules to Teen program participants.
  - Clearly communicating with Teen program participants, including talking to them, getting to know them, and making them feel they can come to you with any issues or questions. This also includes answering basic questions about the schedule, activities, and facilities.
  - Actively engaging with Teen program participants, including participating in activities as appropriate.
  - Monitoring the behavior of Teen participants and identifying/addressing inappropriate, dangerous, or poor behavior (including escalating it to Teen Leaders if necessary).
  - Alerting Teen nursing staff of any diabetes-related issues, or other injuries.
- **Provide Medical Support (HCP Only):** Actively monitoring and assisting with any medical issues that may arise during sessions, including but not limited to assessing minor injuries, testing blood sugar, assisting with low blood sugar treatment, and supporting the notification of parents/guardians for high blood sugar treatment.
- **Complete Other Tasks as Assigned:** Due to the nature of FFL conferences, unanticipated needs or tasks may occasionally arise. If this happens, the Teen Program Leaders may request your support with additional tasks as needed. Your flexibility and ability to maintain a positive attitude in the face of last-minute changes is greatly appreciated.

- **Support Security and Emergency Preparedness:** Teen Staff will work as a team in supporting general safety and emergency preparedness within their rooms. This includes knowing where fire exits and emergency phones are located, being aware of protocol in case of fire or medical emergency, and keeping an eye out for potential security risks (i.e. unusual behavior, people/objects that do not belong).
- **Provide Feedback:** As the primary eyes and ears within each session, CWD relies on our volunteers to help us identify and share opportunities for improvement for future conferences. You are kindly requested to share any feedback or ideas with Teen Leaders at any time during the conference and/or via the Volunteer Feedback Survey after the conference.

### **Qualifications:**

- Previous experience working with teenagers (13-17 years), whether through a formal work role (e.g. high school teacher, camp counselor) or through other demonstrated interactions (e.g. parenting, volunteering)
- Punctual, reliable, and available for all volunteer trainings and Teen Program sessions throughout the duration of the conference
- Ability to communicate in a professional and friendly demeanor with parents, fellow staff/volunteers, and teen participants aged 13-17
- Knowledge of the current state of affairs in diabetes - having a 'finger on the pulse' of what's new
- Positive, energetic attitude with an ability to relate to and interact with teen attendees and encourage them to participate in planned activities
- Good role model, both for diabetes management as well as for general behavior and attitude
- (Staff with T1D) Willingness to perform diabetes-related tasks in front of teens to lead by example
- Proactive team member who is creative and eager to contribute to current programming and bring new ideas to the table
- Willingness to adapt to unexpected changes in plans
- (HCP Only) Medical degree and familiarity/comfort with diabetes treatment
- Must be able to follow Disney cast member instructions and respond quickly to their orders in case of emergency
- Must be over the age of 21 and have previously attended a FFL conference as a participant; at least one year volunteering with FFL Youth Program preferred