

PARTICIPANT COORDINATOR POSITION DESCRIPTION

The Participant Coordinator connects with all selected participants starting shortly after selections have been made to lend emotional and logistical support, selects and contacts alternates when needed, and assists as needed with prep and the Participant Welcome Letter. We recommend the Participant Coordinator attends the retreat. The Participant Coordinator should keep in touch with the Program Coordinator and Retreat Leader as to the status of communications with participants and to notify the PC/RL immediately if she cannot fulfill the job function.

Participant Communication

We have taken the feedback from participants' post-retreat surveys to help shape Call Scripts for you to use when communicating with your participants. Their survey responses show how important it is for the Participant Coordinator to put the women at ease and help them feel prepared and ready to attend the retreat! Staying in touch with your participants means you'll learn of cancellations sooner and can get alternates on board faster.

Beginning 8-9 weeks before retreat: Welcoming/Registering

- Martha or Wendy (or your Program Coordinator) will send you the list of selected women and alternates for your retreat. **Call selected participants shortly after receiving this list, using the Welcome Call Script 1, to make sure they received their selection notice (if not, forward them a copy of yours).**
- Martha or Wendy will be sending you an email "invitation" to Dropbox, which will give you access to your participants' information. Set up your Dropbox password/account.
- Assist the Program Coordinator, as needed, in preparing the contents of the Participant Welcome Letter, which national emails to participants 5 weeks before the retreat. It contains directions, retreat schedule, what-to-bring list, and fishing license info.
- If a participant cancels, please pick an alternate to take her place. The first consideration in picking an alternate is checking to see if any grant requirements need to be satisfied. After that, pick from those alternates who have their paperwork submitted. Notify Martha or Wendy immediately of any cancellations/changes you make or discover.

Beginning 5 to 7 weeks before retreat: Contacting Participants

- **Reach out to your participants again, using Welcome Call Script 2.**
- In Dropbox, you will be able to see which participants have returned their required paperwork. Keep an eye on this and contact women who have not yet returned their forms—let them know the deadline for when the forms need to be received.
- **Rideshare** - If participants checked the option on their PIF that they would like to rideshare, you may share their contact information (name, phone, email, hometown) with only the other women who also checked the option to rideshare/carpool. Keep a list and email them as needed.

Beginning 3-5 weeks before retreat: Participant Welcome Letters

- The national office will email the Participant Welcome Letter to selected women.
- **Contact participants again using Welcome Call Script 3, just to check in with them and to make sure that they have received their copy of the Participant Welcome Letter.**
- You will also receive the Participant Welcome Letter by email, which you forward to any alternates you pick.
- Reports will be created that will give you more information about the participants' dietary and physical considerations.

When Contacting Participants

- Be mindful of religious holidays, the Sabbath, and not calling participants too late at night.
- Be sure your tone is welcoming, upbeat, and encouraging. Explain who you are, what your role is, and whether you will be attending the retreat.
- Avoid getting into an in-depth discussion of the participant's diagnosis and treatment. This may raise issues that you are not prepared to deal with in a brief telephone conversation.

Remember:

- Keep the conversation focused.
- Avoid editorializing (for example, "That doctor sounds like a real jerk.>").
- CfR is about hope – keep the conversation positive.
- Please notify the Program Coordinator or your national office direct contact if you get a sense that the participant may have some physical or emotional issues that need to be addressed before the retreat.
- If you have or had breast cancer and feel comfortable doing so, you may reveal that information to the participant without focusing the conversation on your medical experience.

- Communicate any new information (dietary, mobility, etc) to your Retreat Leader or Program Coordinator.

The last week before retreat: Final Check in With Participants

- **Before the retreat, call each participant *again* using Welcome Call Script 4 to *welcome* her, *confirm* her attendance, *identify any recent health changes*, and *answer* her questions or concerns.** Be sure to actually speak to or at least receive a confirming voicemail from each participant. This prevents last-minute cancellations!
- Because you will have learned a great deal about the participants, you may be asked to assist with room assignments. Although not encouraged, you may note room requests for private rooms or specific locations and advise the participant that you will try to honor those requests.

See [Volunteer Guidelines](#) for additional information about volunteering for this position.