A Matter of Balance: Volunteer Lay Leader Model
Tips for Recruiting and Retaining Volunteer Coaches*

- Learn as much as you can about A Matter of Balance
  - Attend a coach training or A Matter of Balance Class, if possible
  - Review the Coach Handbook and Participant Workbook
  - Review the program with the Master Trainer

- Try to make a good fit
  - Spend time talking and getting to know the volunteer
  - Assess what the volunteer is interested in doing
  - Always offer the program to someone with a healthcare or education background
  - Sometimes take a chance and offer the opportunity even if not mentioned
  - Talk about the benefits of learning more about balance and fall prevention

- Provide lots of information about the program and the commitment needed
  - Discuss the job description
  - Describe the time commitment

- Describe the coach training
  - Be very specific about what goes on at a coach training
    - Amount of time required
    - Materials and information provided

- Describe the support provided for coaches
  - Opportunity to observe and shadow
  - Recommend that they attend a session
  - Coaches lead classes in pairs - a new coach with an experienced coach, when possible

- Describe the A Matter of Balance Class
  - Provide an overview of class topics
  - Explain that there is lots of interaction and that the class is not all exercise
  - Share outcomes, results and especially success stories
  - Bring a coach along with you to share his/her experiences.

* Recommendations from Priscilla Greene
RSVP Volunteer Coordinator, Southern Maine Agency on Aging, Scarborough, Maine

A Matter of Balance Volunteer Lay Leader Model, MaineHealth’s Partnership for Healthy Aging.
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