



Education and Awareness Team Consultant

Overview

Dysautonomia Support Network (DSN) is looking for driven, compassionate, and enthusiastic individuals to join the Education and Awareness Team as a Consultant. These Consultants will assist the Education and Awareness Team with implementing DSN's mission to provide a COMMUNITY that EMPOWERS and SUPPORTS those affected by Dysautonomia.

The Education and Awareness Team's purpose is:

- To curate and create educational content and resources related to understanding dysautonomia in all its various forms,
- To empower each other, as individuals and as a community, to use this education as a means to shift from just surviving to thriving and,
- To raise awareness of dysautonomia in the medical and local community so that it creates a better understanding and acceptance of these rare and rarely known disorders.

Consultants will use their unique skills and qualifications, working under the direction of the Team Coordinator to create and implement educational and awareness projects and campaigns that have been approved by the Board Oversight and Medical Advisory Board.

Qualifications

- Healthcare Professionals, Educators, Students, Social Media Managers, Graphic Designers, Publishers, Data Specialists/Workers, Video Editors/Producers who are passionate about dysautonomia education and awareness.
 - **Healthcare Professionals** include Medical Doctors, Doctors of Osteopathic Medicine, Physician Assistants, Advanced Practice Registered Nurses, Nurse Practitioners, Registered Nurses, Physical Therapists, Occupational Therapists, Respiratory Therapists, Pharmacists, Mental Health Professionals, Speech and

Language Pathologists, Public Health Professionals, Registered Dietitians/Nutritionists, Social Workers, and other related disciplines.

- Healthcare professionals must have a current, valid license to practice.
 - Comfortable with using the American Psychological Association's 7th edition formatting for references and sources, or willingness to learn.
 - Comfortable with utilizing health literacy techniques to translate research into easy-to-understand information for community consumption.
 - Knowledge of limitations of professional scope of practice and adherence to ethical standards.
- **Educators** include K-12 teachers and special education teachers, instructors in higher education, administrators/staff in K-12 or higher education, IEP coordinators, and disabilities coordinators.
 - Educators must have a bachelor's degree or higher and have current certification/licensure as applicable.
 - Comfortable with using the American Psychological Association's 7th edition formatting for references and sources, or willingness to learn.
 - Knowledgeable about school systems, 504 plans, IEPs, and K-12 school accommodations or higher education disability accommodations
 - Able to help adapt more complex information into age-appropriate material.
- **Graduate Students** must currently be enrolled in graduate school or professional school. Undergraduate students should apply for internships.
 - Comfortable with using the American Psychological Association's 7th edition formatting for references and sources, or willingness to learn.
 - Willing to review medical information to determine if it is understandable at various ages.
 - Willing to share perspectives as a student based on area of concentration.
- **Social Media Manager**
 - Degree in business, marketing, journalism, public relations, or related field.
 - Students working towards a degree and career in Social Media Management will also be considered
 - Proficient using multi-social posting programs such as Hootsuite, Creator Studio, and others
 - Strong understanding of marketing strategy and how to effortlessly utilize these concepts throughout various forms of outreach

- General knowledge of Search Engine Optimization and internet ranking for web content
- Relevant experience determining a target audience and how to cater unique marketing campaigns to capture their attention for campaigns designed by the Education and Awareness Team and organizational campaigns as needed
- Ability to create and manage a social media calendar and create visually compelling and engaging social media posts
- Ability to collaborate with other DSN teams as an Education and Awareness Team Consultant
- **Graphic Designers and Publishers**
 - Must have an applicable degree or training and/or equivalent personal and professional experience
 - Must have experience or willingness to learn Canva and other programs for graphic design
 - Creative eye for design and understanding of typography and layout.
 - Ability to collaborate with Social Media Manager(s)
- **Data Workers**
 - Must have sufficient experience in organizing and formatting Excel and Google Sheets, be able to research publicly available information, and be comfortable with data entry
- **Video Editor/Producer**
 - 1+year experience in video editing and/or producing preferred
 - Students working towards a degree in film, broadcasting, or communication with sufficient experience will be considered, but should apply as an intern
 - Experience with iMovie, Adobe Premiere, and After Effects, video animation platforms such as PowToon and Vyond.
 - Ability to edit and cut video content interspersed with dynamic and static imagery to produce informational videos for organizational needs
 - Ability to add in motion graphics, text overlay, and other enhancements to optimize production quality
 - Experience in color grading, sound mixing, and preparing files for delivery
 - Ability to use Canva for image creation as needed or willingness to learn
 - Familiarity with the American Psychological Association's 7th edition formatting for references and sources, or willingness to learn

- Ability to work collaboratively with other DSN teams
 - **Webmaster**
 - Degree in computer science, information technology, information systems, or other relevant degree preferred
 - Students working towards a degree in computer science, information systems, or other relevant degree with sufficient experience will be considered
 - Sufficient personal or professional experience in website management will be considered
 - Ability to maintain website content and make basic, routine updates
 - Understanding of Google Analytics and SEO, or willingness to learn
 - Ability to use email marketing programs, such as MailChimp, preferred, or willingness to learn
 - Ability to manage Google Ad Grants, preferred, or willingness to learn
- Excellent written and verbal communication skills
- Experience with Slack preferred, but not required. Training will be provided
- Able to break down complex information into easy-to-understand material for a diverse community
- Able to keep consistent personal and professional boundaries to promote self-care and wellbeing
- Self-starter, able to work independently and collaboratively within a group, and meet reasonable deadlines consistently in a highly collaborative environment
- Able to work respectfully with teammates and member(s)
- Able to adapt to projects and assignments to meet the organization's needs
- Able to take constructive feedback regarding project work during the review process as work is looked at from medical, legal, social, and organizational views and make adjustments as needed
- Able to be flexible during the editing process with multiple individuals reviewing work progress at various stages of development
- Able to work with DSN volunteers, teams, and members using various communication strategies and technologies
- Able to operate Google Workspace applications, Google Meet, Zoom, Slack, and Canva, or have the ability and willingness to learn

Responsibilities

The Education and Awareness Team Consultants will be responsible for completing accepted projects assigned by the Team Coordinator and/or Team Managers in a timely manner. All projects and campaigns will be initially approved by the Board Oversight prior to development and again upon completion. In addition, all educational materials will be finally approved by the Medical Advisory Board before distribution.

Should Consultants have ideas for projects or campaigns, they are encouraged to discuss their ideas with the Team Coordinator, who will discuss the process for gaining approval and determining if the idea is viable and feasible with the organization's mission and values. All programs, materials, and content created by this team shall become the property of the Dysautonomia Support Network (See Publishing Policy for more information).

Duties shall include but are not limited to:

- Accept or decline Project Proposals as sent out by the Team Coordinator and/or Team Manager within 72 hours
- Create appropriate content for educational, social media, presentations, and other campaigns, as needed
- Create content to promote community engagement
- Take feedback from reviewers and integrate them back into work.
- Communicate with the Team Coordinator and/or Team Manager if there is a change in status or ability to complete the project
- Attend various meetings as needed for individual project development and implementation to be created around the Consultant's schedule
- Review Team and Organization updates
- Attend quarterly Team Meetings via zoom. If attendance at a scheduled meeting is not able to occur, the individual will be given opportunities to catch up on missed information through reviewing the recording or reading the meeting notes. This satisfies the requirement.
- Complete the DSN Consultant and Slack Training and other training as needed
- Represent Dysautonomia Support Network with honesty, integrity, humility, grace, and passion

- Represent oneself in a dignified manner and adhere to ethical principles and standards of your profession
- And other duties/responsibilities as assigned

Expectations

I. Time Expectations

Each Consultant signs up for a **1-year term** in which they agree to use their knowledge, qualifications, and skills to help the Education and Awareness Team create and implement educational and awareness projects and campaigns. At the end of the year, their performance may be reviewed, and with input from the Team Coordinator will determine if they would like to extend their term, or if they should step down.

A time commitment of **3-5 hours a week** when an individual project is assigned is expected. This will extend for however long it takes the individual to complete the project. Should the Consultant's availability change, prompt communication to the Team Coordinator and/or Team Manager is expected in accordance with the next section.

II. Attendance and Time Off

We understand that many of our volunteers are patients, caregivers, or working and that life with dysautonomia can be unpredictable at times. We strive to create an atmosphere where individuals are able to give of their time and talents in adaptive ways to help others. While it is understandable that life happens, and we may from time to time need to adjust our commitments and take time off, we are still an organization that needs to function to meet the needs of its community. Communication and accountability are key!

It is expected that the Consultants will attend and/or complete in a timely manner all consultant training events, project meetings, and quarterly Education and Awareness Team Meetings. If attendance at a scheduled meeting is not able to occur, the individual will be given opportunities to catch up on missed information through reviewing the recording or reading the meeting notes. This satisfies the requirement.

As much notice as possible should be given to the Team Coordinator and/or Team Managers should a leave of absence, vacation, or time off be needed. The Team Coordinator and/or Team Managers will then assess whether another Consultant will be asked to step in and work on the project, or if there is enough time for the Consultant to take some time off and then return to the project so as to complete the project in time.

III. Training Requirements

All team members will be required to complete the Dysautonomia Support Network Consultant Training. Additional training or education may be required as needed.

IV. Resignation

The Education and Awareness Team Consultant may resign at any time by prior written notice of such resignation to the Volunteer Coordinator. Such a written resignation will be effective on the later of (1) the date it is delivered or (2) the time specified in the written notice that the resignation is to become effective.

Policies

I. Communication Policy

If a Consultant has not communicated a change in their status/availability, or a need for time-off, and has not contacted the Team Coordinator and/or Team Manager in the past 30 days, their Dysautonomia Support Network account will be suspended. They will also be removed from applicable elevated status' and permissions, such as Community Moderator permissions and DSN Social Media access. Notification of this event will be sent to the Consultant's personal email address(es) on file. After this occurs, should the Consultant wish to become active again, they will need to reach out to the Team Coordinator and/or Team Manager and have a conversation. If, at the end of your contract term, the consultant has not become active, their account will be deactivated, and their term ended. Should the Consultant wish to rejoin the team after this time, they will need to reapply via the online application.

II. Publishing Policy

Any work that is produced or published is not the property of the individual, but rather the property of Dysautonomia Support Network. When appropriate, we will give credit to the authors or creators of the work, but the individual does not own the rights to the work. At any time, Dysautonomia Support Network can revise, take down, and repurpose the work for the needs of the organization. If this occurs and you are not part of the revision process, your contributions will still be recognized, though others might be added for their work. Individuals cannot use work created for DSN for their own profit. Published public information can be shared and distributed in alignment with the intent of the document, but it cannot be altered in any way so as to remove DSN. [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International licensing](#) will be used for all

published work by the organization, unless indicated otherwise.

III. *Project Distribution Policy*

Step 1: Team Coordinator and/or Manager will set up *infrastructure* within the *Drive* for project to be worked on including:

- Creating instructions for the project (video if needed)
- Setting-up an area in the drive where work is to be completed
- Establishing a tentative time frame for project completion

Step 2: Team Coordinator & Managers will *identify* Consultant(s) who might be appropriate to work on the project.

Step 3: Team Coordinator and/or Manager will *notify* identified consultant(s) of available projects via email sent to DSN email address or Slack direct message.

Step 4: Consultant(s) who receive project notification will *assess* whether they are able to complete the project in the time and manner indicated.

Step 5: Consultant(s) will *notify* the Team Coordinator and/or Manager if they are able or unable to work on the project within **72 hours** of project notification. This will allow the Coordinator and Managers to know who might be able to step in, should the initial individual not be able to complete the work and who is unable to work on the project at all. If a response is not received in this timeframe, it will be assumed that the consultant is unable to take on this project at the present time. Consultant will still be provided future project opportunities and will also be permitted to work on this project later if their circumstances change and it has not already been completed.

Step 6: Team Coordinator and/or Manager will *confirm* with the consultant who responds that they are able to work on the project and will set up a *time to meet* to discuss the project and create a reasonable timeline for project completion. Team Coordinator and/or Manager will modify the proposed timeline based on this meeting. If multiple consultants are working on the same project, this meeting may be collaborative with all of them or the Coordinator and/or Manager may meet with each consultant individually.

Step 7: After this meeting, the Consultant(s) can start working on the project.

Step 8: Team Coordinator and/or Team Manager will *check in* with the Consultant(s) as the project continues through completion as specified in the progress plan.

Step 9: If at any time there is a change of circumstances with the Consultant's ability to complete the project, the Consultant will need to *notify* the Team Coordinator and/or Team Manager as soon as possible. This will allow for another consultant to be brought in to work on the project. Depending on the circumstances, the initial consultant might be able to return to the project, or it might become the sole responsibility of the other consultant.

Step 10: When the Consultant has *finished* their initial work on the project, they will let the Team Coordinator and/or Team Manager know by using the Approval feature in Google Docs, Slides, and Sheets. Consultants can also send a email to the Coordinator and/or Team Manager.

On your computer, go to Google Drive.

1. Double click on the file to open the file in Google Docs, Sheets, or Slides.
2. To open the sidebar, on the top, click File Approvals.
3. In the sidebar, click New Request.
4. In the window that appears, enter the approval request details:
 - Approver's email address.
 - Optional: A due date.
 - Optional: A message.
5. Optional: Click Allow approvers to edit this file to give edit access to the file.
 - Tip: Approvers who don't have edit access can't unlock the file to leave comments, make changes, or view changes during the approval.
6. Optional: You can lock files before you send out the request. Locked files can prevent anyone, even Editors, from editing or commenting on the file.
7. Click Send Request.

Step 11: The project will go into its *review process* where the Coordinator, Managers, Board Oversight, and others will review the work. Comments and suggestions will be made and the Consultant will then incorporate the feedback into the project. The Coordinator, Team Manager, and Board Oversight can also edit, add to, or subtract from the project as necessary based on the needs of the organization.

Step 12: Once the final content has been completed to its highest standard, the information will be sent to the Medical Advisory Board for final approval of medical content. If there are edits to be made at this stage, the Team Coordinator, Managers, and/or Board Oversight will make these changes, not the Consultant.

Step 13: Based on the project, either publishing or graphic design help will be brought in or the project will head to the website Consultants for further implementation.

Step 14: Project is completed!!! Consultant(s) will be acknowledged for their contributions at the next quarterly Education and Awareness Team Meeting. Celebrate your accomplishment!

IV. Project Proposal Policy

Consultants are encouraged to bring their own passions and ideas for dysautonomia education and awareness to the team. If they have an idea for a project that they would like to see accomplished, the Consultant can discuss the idea with the Team Coordinator, Team Managers, and Board Oversight. A Project Proposal can be developed and will be reviewed by the Board Oversight to ensure that the project aligns with DSN's mission and values.

Consideration will also be given to the resources available at the time to accomplish the project. Appropriate credit will be given to the individual(s) responsible for the project creation and implementation.

By signing my name below, I am acknowledging that I have read over, understand, and am willing to abide by the responsibilities and expectations of being an Education and Awareness Team Consultant, the Communication, Publishing, Project Distribution, and Project Proposal Policies. I understand that this is a volunteer position, and no compensation is promised in exchange for these services.

Print Name

Signature

Date