**Basket Delivery Parent Volunteer**

Basket Delivery Parents are the face of Jack’s Basket with families. They are critical to our mission to ensure that every new and expectant parent is provided resources and avenues of support within the community; from one parent to another.

The key Basket Delivery Parent responsibilities are:

- Responding within 6 hours to the Regional Lead Parent (RLP) to confirm availability when made aware of a new basket request needing delivery.
- Connecting with family on a basket request via call, text, or email to offer a basket delivery meeting.
- Following basket delivery guidelines when meeting a family.
- Confirming with RLP and HQ when basket delivery is complete, including sending photos and connection cards along with any feedback, per delivery guidelines.
- Reconnecting with families you have met a couple of times, such as 3 months, 6 months, and 12 months later. Connect whenever you know of an upcoming surgery or milestone.
- Storing and transporting baskets in clean, stable, and safe conditions.
- Letting RLP know about your basket inventory on hand and making any updates to baskets in BDP’s possession (e.g. adding or removing resources or items) when requested.
- Attending one of two annual training sessions each year.

Here is what basket delivery cycle might look like:

- **Day 1** – Your RLP sends you a new basket request; you reply on Day 1 or beginning of Day 2 to commit or let RLP know you can’t make this one
- **Day 1 or 2** – You call the parent and use script to introduce yourself, offering to meet when and where is convenient for the family to bring the basket
- **Day 3 or 4** – You might need to re-text or re-call if you haven’t heard back from family OR you might be meeting the new baby!
- **Day 4** – Assuming you’ve met the family on day 4, you text or email your RLP with confirmation of delivery and photo if parents agreed to a photo and then mail or scan and email Parent Connect Card to the main office
- **3 months later** – Send a message to the family! How are they?

**Qualities of a successful BDP**

- Has a child with Down syndrome
- Aligned with the mission of Jack’s Basket
- Empathetic and able to communicate with diverse people, meeting them “where they are” in their experience as new parents
- Able to share their own experience as a parent of a child with Down syndrome
## Basket Delivery Parent Application

Date of Application:

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Mailing Address:

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<th>Three words that best describe you:</th>
<th>What is your primary language?</th>
<th>What other languages can you speak?</th>
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What was your experience of being told of your child’s diagnosis of Down syndrome? Share with us the story:

Your child’s name:

Your child’s age:

Was your child born with a heart defect?

Any other details about your child’s diagnosis that would help you relate to other parents?

Why do you believe you’d be a great Basket Delivery Parent for Jack’s Basket?
Please provide 2 references; we’d love one personal reference and one professional reference. Include name, phone number, and email.

1.
2.

Statement of Support and Confidentiality Promise

By signing this statement, I join Jack’s Basket in celebrating babies born with Down syndrome and formally agree to be part of the community that ensures every new and expectant parent of a child with Down syndrome is provided resources and avenues of support.

I promise to honor the experience of each child and family served by Jack’s Basket. I recognize these children and families are on a new journey that may feel vulnerable, difficult, or hard to process. I will do my best to develop a safe and respectful relationship with each child and family.

I will be clear when acting in support of the mission that I am representing Jack’s Basket and not any other organization with which I may be affiliated.

I will keep medical and all other personal information confidential and private. I will not discuss or disclose any information about individual children or families by the Jack’s Basket organization with anyone outside the Jack’s Basket organization.

I will also keep confidential and private all fundraising information. I will not discuss or disclose any information about donors to Jack’s Basket with anyone outside the Jack’s Basket organization.

I will not save any login credentials (user names and passwords) in any format, digital or physical.

I will not save any files or documents on personal digital devices or in personal paper files. If I download files to a local machine or have paper files available at my home for work purposes, I promise to delete or destroy all working copies when the project is complete and return all extra physical pieces to the Jack’s Basket office.

Date: ________________________________

Signature: ________________________________

Next steps

We will collect applications and be reaching out to schedule interviews to get to know you better. Training sessions via webcast will be scheduled after interviews are completed. Documents for a background check will be acquired after the interview process and before the official start of the position.