

Office Support Volunteer Role description

Together we are help and hope for everyone living with dementia



Office Support Volunteer



Why we need you

Our local staff provide support and guidance to people living with dementia and their carers, helping them to maintain their independence and improve their sense of wellbeing.

As an office support volunteer, you will be a part of this dedicated team by providing vital administrative support.



What you will be doing

- Supporting with administrative tasks such as answering the telephone, data inputting and ordering and printing materials.
- Researching the local community for potential new venues and guest speakers for groups.
- Providing information and reminders to service users about local group activities, monitoring attendance and receiving feedback on users' experience of the groups.
- Checking that the information local organisations hold about us is accurate and up to date.



This role will suit you if you

- Are friendly, approachable and enthusiastic about supporting people affected by dementia.
- Enjoy being in an office environment and part of a team.
- Are confident using computers and talking to people on the telephone.
- Have experience working or volunteering in an administrative role.



What you can expect from us

- We will make you feel welcome, included and respected.
- You will receive training, ongoing supervision and support.
- You can claim pre-agreed out of pocket expenses (for example, travel) in line with our policy.
- We'll keep you up to date with relevant policies and procedures that apply to your role.
- You'll have access to learning, development and engagement opportunities for volunteers.



What we need from you

To ensure the safety and security of people with dementia we ask for:

- Two references and proof of identity.
- To put the role into practice most effectively volunteers are recommended to continue for at least 3 months.
- Learning at the start will take about 3 to 4 hours, followed by periodic refreshers