

# Telephone Support Volunteer Role description

Together we are help and hope for everyone living with dementia



# Telephone Support Volunteer



## Why we need you

As a Telephone Support Volunteer you will help people living with dementia, affected by dementia or people who are worried about their memory, connect to support and services that are available to them. You will provide a service that is tailored to a person's needs, interests, abilities, history and personality. You will be a key point of contact for people using our services, ensuring that we keep in touch with people at a time when they need our support.



## What you will be doing

- Making telephone calls to people affected by dementia to talk to them about what support they may need.
- Following local procedures to ensure complex cases are passed on to Alzheimer's Society staff.
- Accessing information in our IT systems to support the calls you make and recording a summary of those calls.



## This role will suit you if you

- Want to enable people affected by dementia to access the right support.
- Have good verbal communication and listening skills, particularly on the telephone.
- Are perceptive and able to demonstrate empathy with others.
- Are flexible, willing to learn and enjoy being part of a team.



## 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 (e.g. 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.
- You will need to complete a criminal record check, in line with the legal requirements. A criminal record will not necessarily stop you being able to carry out this role.
- To put the role into practice most effectively volunteers are recommended to continue for at least 6 months.
- Learning at the start will take about 3-4 hours, followed by periodic refreshers.
- You will need your own computer, internet access and phone.

