

Local Communities & Volunteering Officer Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Local Communities & Volunteering Officer

Position in the Organisation

Reports to the Local Communities & Volunteering Lead or Local Services Manager

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

In this role, you will work with local communities to build trust and raise awareness of dementia and our information, support and services. You will attend and organise events, build relationships and manage volunteers across the region. You will work closely with the Local Communities and Volunteering Lead and Local Services Manager to deliver our planned community engagement activity, with a particular focus on reaching underserved communities.

We are looking for someone who lives our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

- To grow our impact and reach through work with local communities and volunteers.
- To represent Alzheimer's Society externally, sharing information relating to dementia, support and services
- To arrange and deliver talks, presentations and information sharing events to a range of external stakeholders which include faith groups, voluntary and community-based organisations, and others.
- To work with the Local Communities & Volunteering Lead and / or Local Services Manager to identify and establish relationships with partners, stakeholders and the wider community to share learning and help shape and improve dementia support and activities.
- To recruit and role manage community volunteers
- To stay connected with our volunteers - support with organising volunteers networking and events online and in person.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

Other tasks

- Responsible and accountable for raising the profile of dementia, including support and services available within a local area.

- Responsible for acting as a representative of Alzheimer's Society, developing and maintaining relationships with partners and stakeholders including, health and social care providers, voluntary and community-based organisations, faith groups and others as identified.
- Responsible for working with partners to provide relevant and up-to-date information to stakeholders and members of the public through awareness raising sessions, talks, presentations and stands, including the delivery of Dementia Friends Information Sessions.
- To champion and promote dementia inclusivity.

We are looking for someone who can...

- Confidently build and maintain relationships with a wide range of people.
- Show their passion for making health information accessible to underserved communities.
- Amplify the voice of people with lived experience, particularly those from underserved communities.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Champion the diverse needs of people affected by dementia focussing on inclusion and collaboration, within the Society and communities.
- Support and enable volunteering activities and be an advocate for volunteering.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Flexible to work some evenings and weekends, we operate on a TOIL policy.

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Experience of providing information in various formats including social media, virtual, in person	E	A
Experience of approaching, building relationships and working with a diverse range of organisations	E	A/I
Experience of working with underserved communities (personal/lived experience or professional)	D	A/I
Experience of record keeping and writing reports	E	A
Broad understanding of Health and Social Care	D	A/I
An understanding of the need for client confidentiality	E	A/I
Competent IT skills, including experience in using Microsoft Office and Outlook.	E	A
An understanding of dementia, and the needs of people with dementia and their carers	D	A/I
Influencing skills to make links and promote dementia services	E	A/I
Able to understand and explain complex issues to people of all backgrounds, and levels of knowledge and understanding	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Able to act as a team player, supporting colleagues when there are deadlines, whilst knowing when to ask for help themselves	E	A/I
Able to work autonomously managing their own workload, proactively identifying challenges and seeking improvements	E	A/I
Possess excellent organisational and timekeeping skills.	E	A
Able to focus on all areas of a project or task, no matter how small	E	A
Possess the ability to communicate, both verbally and written to a wide variety of audiences in a non-judgemental manner	E	A/I

Commitment to and understanding of equal opportunities	E	A
Understanding of the inclusion agenda and its relevance within a diverse society	E	A/I
Able to travel independently within the service area	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working