

Evaluation Volunteer

Role description

Together we are help and hope for everyone living with dementia



Evaluation Volunteer



Why we need you

The Society provides high-quality services to people affected by dementia, and its effectiveness is evaluated through a range of different tools.

You'll play a key role in gathering feedback from people affected by dementia who have used our services to ensure consistency, and drive improvements. By doing this, you will evidence the impact our services are having for people affected by dementia.



What you will be doing

- Making evaluation phone calls to people affected by dementia who have previously accessed Alzheimer's Society services.
- Asking service users specified questions in line with our evaluation model.
- Keeping a record of the calls you make and their replies on our IT systems.
- Celebrating good practice and enabling our teams to identify key themes and areas of focus based on the evaluation data you gather.



This role will suit you if you

- Are passionate about ensuring people affected by dementia receive high quality services.
- Enjoy talking to people on the phone and are compassionate and patient.
- Have good IT skills or are willing to learn.
- Like 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.
- 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.