

# Lasting Power of Attorney Volunteer Role description

Together we are help and hope for everyone living with dementia



# Lasting Power of Attorney Volunteer



## Why we need you

Creating a Lasting Power of Attorney is an important way to ensure a person with dementia can have a say in planning for their future. Through a series of telephone calls, you will help people affected by dementia and their families to navigate and simplify this complicated process by offering information and support to complete the forms required to create and register a Lasting Power of Attorney.



## What you will be doing

You can choose to do either introduction calls or appointment calls or both if you wish:

- Introduction calls – you will contact people who have been referred through the support line to the Society’s Lasting Power of Attorney Digital Assistance Service. You will introduce them to the service, provide information and book appointments, including carrying out relevant administration tasks.
- Appointment calls – you will assist people affected by dementia to complete a Lasting Power of Attorney online, using a digital tool created by the Office of the Public Guardian (OPG). This involves completing online application forms over the telephone on behalf of service users.
- Operating in a manner which respects and maintains confidentiality.



## This role will suit you if you

- Are a good verbal communicator with great listening skills, able to make a complex process simple for others to understand.
- Have strong IT skills, including the ability to complete forms online, generate letters and demonstrate strong record keeping skills.
- Are an excellent timekeeper, able to work through a number of telephone calls and/or follow a diary of appointments.
- Are looking for opportunities to gain additional skills and confidence whilst supporting others in a challenging and highly rewarding way.



## 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 (including Adults Barring List), in line with the legal requirements. A Criminal Record will not necessarily stop you being able to carry out this role.
- Learning and induction will take between 1 and 3 months depending on time commitment.
- To put the role into practice most effectively volunteers are recommended to continue in the role after initial training is completed for at least 12 months.
- To volunteer remotely you will need to have completed the training and have internet access, your own computer or laptop and telephone.