

Calderdale Dementia Hub



ROLE DESCRIPTION

ROLE:	Keep In Touch Volunteer
ACCOUNTABLE TO:	Calderdale Dementia Hub Volunteer Coordinator
HOURS:	Flexible between 9am to 5pm - Monday to Friday
LOCATION:	Age UK Calderdale & Kirklees, 4-6 Square, Woolshops HX1 1RJ
EXPERIENCE:	No specific experience is require
COMMITMENT:	Hours to suit in agreement with volunteer coordinator
ISSUE DATE:	14.11.22
REVIEW DATE:	01.11.23

Would you like to help support the local community to live well with dementia? Have you got great communication skills and are adaptable to the needs of others? Calderdale Dementia Hub are looking for volunteers to help deliver this service.

CALDERDALE DEMENTIA HUB (CDH)
CDH is a partnership between Community Links and Age UK Calderdale & Kirklees and offers an information, advice and signposting service for anyone living in Calderdale diagnosed with dementia, and their friends, family and carers.
ABOUT THE ROLE
CDH offers each referral into service a keep in touch call at least annually, to check on their personal situation. This is designed to minimise the risk of crisis and social isolation but is also an opportunity to offer information about new services or a referral back into service if necessary.
OUTLINE OF ROLE:
As a volunteer you would be helping to support the well being of our clients. Telephoning people with dementia or their carers, previously in contact with CDH, who have requested a 3 month, 6 month or annual keep in touch call.
MAIN TASKS:
<ol style="list-style-type: none">1. Making telephone calls2. Providing brief feedback on calls3. Signposting to services and forwarding accurate detail to CDH team members4. Recording detail of calls onto "CharityLog" electronic system5. To carry out any other duties which may be required and are consistent with the

role
THE IDEAL VOLUNTEER WILL HAVE
<p><i>Essential</i></p> <ul style="list-style-type: none"> • Good communication as well as active listening skills. • Awareness or interest in learning about dementia • Flexible and cooperative response to working in a team • Good interpersonal skills • Can demonstrate empathy and compassion • Honest and reliable with a pleasant and friendly manner <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Enjoy meeting people <p><i>Behaviours and values</i></p> <ul style="list-style-type: none"> • Willingness to understand the issues and barriers related to people affected by dementia • An open-minded approach to individuals, avoiding judgement and stereotyping. • Enjoy working with others. • A commitment to and understanding of equal opportunities. • Patient and understanding. • Ability to work as a team player and a positive approach to supervision

TRAINING AND SUPERVISION:
In house training and guidance will be provided during your Induction Period. We also provide ongoing learning and development throughout your volunteer experience along with regular supervision.
BENEFITS TO YOU:
<ul style="list-style-type: none"> • We will make you feel welcome, included and respected • Receive one to one and group-based support • Access to Induction, Learning, Development and Engagement. • Gain practical skills and experience • Join a great team of like-minded people • Enhance your CV • Expenses reimbursed as agreed with the volunteer coordinator

Interested?

Please contact **Dawn on 07513 727438** or **01422 399833** for more information and to arrange an informal chat.

We look forward to hearing from you!