

Job Description

Job title:	Dementia Volunteer
Responsible to:	Living Well Team Leader (Dementia)
Location:	Hybrid: home, Worcester Head Office and across Worcestershire
JD review date:	February 22

Main Purpose of the Job:

To support the Living Well Team Leader and Co-ordinators to make a positive difference for people within Worcestershire living with dementia and/or their carers.

Responsibilities and Duties:

1. Assist the Living Well Co-ordinators with dementia client review calls, providing accurate sign posting and information of services available to them
2. Update clients Charity Log records to ensure all information discussed during contact is recorded accurately.
3. Take into consideration the identity, characteristics and lived experiences of the individuals attending the café's e.g. BAME, LGBT+, disabilities, long term conditions, culture religion, Armed Forces veteran.
4. Work in accordance with GDPR and safeguarding best practice and quality frameworks.
5. Any other appropriate duties as requested by the organisation.

This role requires the employee to have their own transportation due to some of the areas covered.

Other Information:

- Age UK Herefordshire & Worcestershire is a Brand partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.

Person Specification

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Education & Qualifications	A good standard of education	
Experience	Experience with older people or other relevant work experience relating to Dementia Good customer service skills	Experience of using systems for monitoring and evaluation
Knowledge or Awareness	Understanding of the needs of older people and the types of issues they face	Good knowledge of the types of agencies and organisations which support older people and how they relate to each other. Understanding the challenges around engaging with older people from different backgrounds
Skills and abilities	Effective interpersonal skills with excellent verbal and written communication skills Organised, with strong administrative skills Good working knowledge of IT systems with experience of Microsoft Office and virtual communication platforms with the ability to learn and adopt new technologies where appropriate.	
Personal Attributes	Diplomatic; able to deal with sensitive issues and topics	

	Self-disciplined and highly motivated; a self-starter, happy to structure and organise own work	
Other requirements	Due to the nature of the role the successful applicant will have a DBS check carried out before commencing employment	