

## Volunteer Description

<b>Volunteer title:</b>	<i>Dementia Café Volunteer</i>
<b>Responsible to</b>	<i>Social Inclusions and Wellbeing Activities Coordinator</i>
<b>Location:</b>	<i>Dementia cafes in Worcestershire</i>
<b>Hours:</b>	<i>Typically 3 or 4 hours a month</i>

### Main Purpose of the role:

To provide support to the Dementia Cafe group coordinator to enable the smooth running of the Café's

### Responsibilities and Duties:

1. Helping to set up the café beforehand including moving chairs and tables
2. Welcoming people as they arrive
3. Providing refreshments, Teas, Coffee, biscuits etc
4. Talking and supporting people whilst taking part in group activities
5. Helping to run and support session activities
6. Helping to clear away after the session

### Personal qualities and skills most suited to this role:

1. Know about, or are willing to learn about, dementia and its impact on people
2. Are committed to inclusion and treating people from all backgrounds with dignity
3. Enjoy meeting new people, demonstrating empathy and compassion
4. Have good verbal communication skills especially face to face
5. Recognise the importance of confidentiality and can show this in practice
6. Are comfortable volunteering as part of a team of volunteers and employees
7. Are prepared to complete any necessary initial and ongoing learning and attend future support meetings.
8. Able to use own initiative and work without direct supervision
9. Reliability and flexibility

## 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.

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Qualifications</b>	A good standard of education  A full driving licence.	A relevant qualification to a minimum of Diploma level (e.g. Community work, Volunteer Management, Social work) or other appropriate/relevant qualification. IAG Qualification.
<b>Experience</b>	Experience with older people or other relevant work experience relating to Dementia  Good customer service skills	Experience of using systems for monitoring and evaluation
<b>Knowledge or Awareness</b>	Understanding of the needs of older people and the types of issues they face	
<b>Skills and abilities</b>	Effective interpersonal skills with excellent verbal and written communication skills  Organised, with strong administrative skills	
<b>Personal Attributes</b>	Diplomatic, able to deal with sensitive issues and topics  Self-disciplined and highly motivated. A self-starter, happy to structure and organise own work	
<b>Other requirements</b>	Ability to travel within Worcestershire.  Due to the nature of the role the successful applicant will have a DBS check carried out before commencing employment	