

Family Support Volunteer

Supported by: Branch Manager and Family Support Worker

Role purpose:

The Alzheimer's Society is a registered charity with over 250 branches and support groups. Each branch needs effective administration if it is to operate professionally and provide quality services to people with dementia and their carers. The Society is growing rapidly and volunteers are needed to help with Family Support administration during normal office hours. This could include:

- Help with general office tasks such as answering the telephone, receiving visitors, filing, faxing, and photocopying
- Assisting with mailings to members, and other branch contacts such as health professionals
- Arranging appointments
- Helping with the production of the branch newsletter
- Sending out information packs.

Tasks and responsibilities:

- To assist with the inputting of Family Support contacts onto the database
- To use basic computer packages where this becomes a necessary part of the role
- To make follow-up calls as required by the Family Support Worker
- To handle telephone calls in a timely and polite manner
- To receive branch visitors, informing relevant staff of their arrival
- To ensure tasks are completed on time or referred to the relevant colleague where difficulties arise
- To impart a professional image whether contact is by phone, in writing or face to face
- To volunteer as part of a committed branch team, dedicated to improving the services for people with dementia and their carers
- To understand and follow good health and safety practices at all times
- To develop a basic understanding of Alzheimer's Society activities so that questions and enquiries can be handled well
- To attend basic training and other support workshops as necessary
- To uphold the Society Rules and Branch Guidelines, and other policies such as the equal opportunities policy and inclusion policy.

Skills and experience:

No specific qualifications or experience are needed, however good communication skills and an ability to empathise with all contacts is required. Training and support is provided. The following points are important:

- An interest in volunteering within a busy office environment
- A polite and courteous nature
- The ability to volunteer as part of a team of people from different backgrounds
- A commitment to equal opportunities, treating all individuals with respect
- An understanding of, and commitment to, confidentiality
- A willingness to complete basic paperwork, requiring good written skills and attention to detail
- Where necessary, basic computer skills using standard software packages
- Reliability, punctuality and the ability to meet agreed deadlines
- A commitment to the Society's values and a willingness to develop a basic knowledge of the effects of dementia

Time commitment:

- This role is flexible. Volunteers help us at any point during normal office hours. This could be half a day a week, or longer, depending on availability and interest.

NB Volunteers are required to inform the Branch if they are unable to attend any of the agreed sessions

Society's commitment:

- To provide initial guidance and induction to the role
- To provide ongoing support and training
- To provide regular information regarding the activities of the branch and the wider Society, including further opportunities for volunteering
- To reimburse agreed expenses in accordance with Society policy.

NB All tasks undertaken to be agreed on by the Branch Manager and/or the Family Support Worker prior to all tasks being commenced