

# **Determined to make a difference: for people affected by dementia**

Can you lead the change?

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**Dementia Support Forum  
Host Volunteer**



# Dementia Support Forum Host Volunteer



## Why we need you

Volunteer Hosts welcome new members to our online community, Dementia Support Forum. They also flag issues and signpost members to helpful information and support. Working with the wider Dementia Support Forum team, you'll enable us to make Dementia Support Forum a welcoming and supportive community and provide a better, more responsive service to people affected by dementia.

## What you will be doing

- Welcoming new members to the community, ensuring that members are supported.
- Directing community members to useful information and services at Alzheimer's Society, including our Support Line and our website.
- Supporting community members to carry out basic tasks on Dementia Support Forum for example how to create a message thread or reply to another member's post.
- Regularly taking part in discussions in the volunteer-only area of Dementia Support Forum, including flagging potential issues and sharing feedback.

## This role will suit you if you

- Are familiar with using the internet including email, social media, and online forums.
- Enjoy supporting and helping other people.
- Have a good understanding of the problems faced by people living with dementia.
- Are sensitive, show empathy and able to understand different points of view.

## 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, in line with the legal requirements. A criminal record will not necessarily stop you being able to carry out this role.
- To put the role into practice most effectively volunteers are recommended to continue for at least 6 months.
- Learning at the start will take about 6-8 hours, followed by periodic refreshers.
- You will need your own computer or tablet and internet access.