



## Volunteer role description

# Dementia Talking Point Volunteer Host

Volunteers are vital to Alzheimer's Society. Our aim is to reduce the impact of dementia on lives today and create a world without dementia tomorrow. This role description is designed to give you clarity about what you are going to do and who will support you in it. All Alzheimer's Society people are expected to commit to our vision and values which underpin what we do every day.

### **How does this role make a difference?**

Dementia Talking Point is Alzheimer's Society's online community, where people can get support and information 24 hours a day, 7 days a week.

Volunteer Hosts support the Dementia Talking Point team to provide a welcoming environment for people affected by dementia. Volunteer Hosts enable the Dementia Talking Point team to provide a better, more responsive service.

This role description will introduce you to the general requirements of the role. Detailed information will be discussed when we speak with you.

### **What will you be doing?**

- Welcoming new members to the community by helping to ensure that their posts receive a response
- Directing community members to useful resources on Dementia Talking Point and on [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Helping to ensure that Dementia Talking Point is a welcoming and helpful environment and supporting the community alongside the Volunteer Moderators and Staff
- Taking part in the 'Hosts Only' online discussion group when appropriate, and maintaining the confidentiality of this group.

### **Will the role be suitable for you?**

No special qualifications are needed, but basic computer skills are essential. The role may be ideal for you if you:

- Have access to the internet
- Have some understanding of using Dementia Talking Point, email and websites
- Have an understanding of the problems faced by people living with dementia
- Are sensitive and able to understand different points of view
- Are committed to the Society's expectations around values and behaviours.

### **How will you be supported in this role?**

- You will receive a telephone call from the Online Community Coordinator within two weeks of starting the role, to discuss your progress and support needs.
- The 'Hosts Only' group will provide a safe online space for you to have discussions with other volunteers and Dementia Talking Point staff.
- You will be paired up with another volunteer, who will act as your 'buddy' whilst you settle into the role.
- You will be sent a Welcome Pack and provided with relevant information and training materials before you join the team.
- You will be offered regular telephone catch up sessions with the Online Community Coordinator on an ongoing basis.
- You will receive support from the Online Community Coordinator and Manager.
- You will be invited to attend twice-yearly volunteer meetings, which offer the opportunity to meet with the rest of the team and access further training and support.

### **How much time will you need to give?**

- No fixed time commitment is required for this role.

### **How will Alzheimer's Society support you?**

- Relevant induction for the role including being made aware of the behavioural framework which is intrinsic to the Society
- Ongoing learning and development opportunities
- One to one and group based support
- Reimbursement of agreed out-of-pocket expenses.

*References and criminal records checks will be taken up as appropriate.*