



VOLUNTEER ROLE DESCRIPTION

ROLE:	Keep in Touch Volunteer / Client Voice
ACCOUNTABLE TO:	Bradford Dementia Hub Volunteer Coordinator
HOURS:	Flexible between 9am and 5pm, Monday to Friday
LOCATION:	14-16 Rawson Place, Bradford, West Yorkshire, BD1 3QQ
EXPERIENCE:	No specific experience is required
COMMITMENT:	Hours to suit in agreement with volunteer coordinator

Would you like to help support the local community to live well with dementia? Have you got great communication skills and are adaptable to the needs of others? Bradford Dementia Hub are looking for volunteers to help deliver this service.

BRADFORD DEMENTIA HUB

Bradford Dementia Hub is a partnership between Community Links, Inspire North, Bradford Council, Khidmat Centres and Bradford Bulls.

The Hub offers information, advice and a signposting service for anyone living in Bradford diagnosed with dementia, and their friends, family and carers.

We deliver Community Awareness Sessions and Events to promote living well with dementia and how to increase Brain Health.

ABOUT THE ROLE

Bradford Dementia Hub offers each referral into service a keep in touch calls every three months, to check on their personal situation. This is designed to minimise the risk of crisis and social isolation but is also an opportunity to offer information about new services or a referral back into service if necessary.

The Client Voice role will allow the volunteer to establish and facilitate a coffee morning at least once a month from the Hub in Bradford which enables clients with dementia to meet likeminded people in a safe environment. Client Voice gives a platform to those living with dementia to shape the Bradford Dementia Hub Service, get involved in projects and have their voice represented within their community.

OUTLINE OF ROLE:

As a volunteer you would be helping to support the wellbeing of our clients. Telephoning people with dementia or their carers, who have been referred to Bradford Dementia Hub.
Organising and facilitating a monthly coffee morning at the Hub for clients. Through the coffee mornings, facilitating discussions and activities that support clients to feedback what they want to see happen and shape the service / community.

MAIN TASKS:

1. Making telephone calls.
2. Providing brief feedback on calls.
3. Gathering Client Satisfaction Feedback.
4. Signposting to services and forwarding accurate detail to Bradford Dementia Hub team members.
5. Recording detail of calls onto relevant computer systems.
6. Arranging/promoting coffee mornings at the Bradford Hub and in the community.
7. Set up the room and tidying away at the end of coffee morning.
8. Welcoming and talking to people with dementia.
9. Assisting people who have dementia to engage in activities.
10. Escorting clients to and from transport and other parts of the building (after manual handling training has been completed. This training is offered free)
11. Assisting group participants with preparing and distributing refreshments and with washing up (after a food hygiene certificate has been obtained. This training is offered free).
12. To work closely with the Client Voice Champion within the BDH Team to be aware of the current projects and areas to gather Client feedback.
13. To carry out any other duties which may be required and are consistent with the role.

THE IDEAL VOLUNTEER WILL HAVE*Essential*

- Good communication as well as active listening skills.
- Awareness or interest in learning about dementia.
- Flexible and cooperative response to working in a team.
- Good interpersonal skills.
- Can demonstrate empathy and compassion.
- Honest and reliable with a pleasant and friendly manner.

Desirable

- Enjoy meeting people.
- Group Facilitation experience – this does not need to be specific to dementia.

Behaviours and values

- Willingness to understand the issues and barriers related to people affected by dementia.
- An open-minded approach to individuals, avoiding judgement and stereotyping.
- Enjoy working with others.
- A commitment to and understanding of equal opportunities.
- Patient and understanding.
- Ability to work as a team player and a positive approach to supervision.
- Commitment to our Anti-Racism Agenda.

TRAINING AND SUPERVISION:

In house training and guidance will be provided during your Induction Period. We also provide ongoing learning and development throughout your volunteer experience along with regular supervision.

BENEFITS TO YOU:

- We will make you feel welcome, included and respected.
- Receive one to one and group-based support.
- Access to Induction, Learning, Development and Engagement.
- Gain practical skills and experience.
- Join a great team of like-minded people.
- Enhance your CV.
- Expenses reimbursed as agreed with the volunteer coordinator.
- Develop skills and experience in how to support those living within the dementia community.

Please note that a Disclosure and Barring Service check is required for this role however Inspire North will assist applicants in applying for a DBS and pay for this.

Interested? Please contact **Chris** on **07841 371705** or **01274 065060** for more information and to arrange an informal chat.

We look forward to hearing from you!