****

 ROLE DESCRIPTION

|  |  |
| --- | --- |
| **ROLE:** | Keep In Touch Volunteer |
| **ACCOUNTABLE TO:** | Kirklees Dementia Hub |
| **H HOURS:** | Flexible between 9am and 5pm, Monday to Friday |
|  **LOCATION:** | 32-34 Lion Chambers, John William Street, Huddersfield HD1 1ES |
|  **EXPERIENCE:** | No specific experience is required  |
|  **COMMITMENT:** | Hours to suit in agreement with hub 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? Kirklees Dementia Hub are looking for volunteers to help deliver this service.*

|  |
| --- |
| **CALDERDALE DEMENTIA HUB (CDH)** |
| KDH is a partnership between Community Links and Age UK Calderdale & Kirklees and offers an information, advice and signposting service for anyone living in Kirklees diagnosed with dementia, and their friends, family and carers. |
| **ABOUT THE ROLE** |
| KDH offers each referral into service a keep in touch call at least annually, to check on their personal situation. We also offer welfare checks on people that have little to no support involved and are at risk of isolation. 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. |
| **OUTLINE OF ROLE:** |
| As a volunteer you would be helping to support the well being of our clients. Telephoning people with dementia or their carers, previously in contact with KDH, who have requested a 3 month, 6 month or annual keep in touch call. |
| **MAIN TASKS:** |
| 1. Making telephone calls
2. Providing brief feedback on calls
3. Signposting to services and forwarding accurate detail to KDH team members
4. 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.

*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.
 |
|  |

|  |
| --- |
| **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 hub coordinator
 |

Interested?

Please contact **Charlene on 07387 019 180** for more information and to arrange an informal chat.

*We look forward to hearing from you!*