

Companion Call Volunteer

Role description

Together we are help and hope for everyone living with dementia



Companion Call Volunteer



Why we need you

People affected by dementia are at higher risk of experiencing loneliness. As a Companion Call Volunteer, you will help us to reduce isolation by telephoning people affected by dementia on a regular basis (ideally weekly) to engage people in friendly conversation and to have a good chat.

Through your contact and conversations, people affected by dementia will feel less socially isolated and better connected.



What you will be doing

- Telephoning people living with dementia or their carers, usually on a weekly basis, chatting with them about the things they are interested in and want to talk about.
- Speaking / chatting with the same people each time (ideally at least two).
- Providing brief feedback on calls via an online form and to your role manager as required.
- You will not be providing advice or guidance in this role and you don't need to have knowledge of dementia.



This role will suit you if you

- Are motivated to reduce the social isolation of people affected by dementia.
- Are confident in using the telephone and are happy to work independently.
- Have good verbal communication skills, are a good listener and enjoy talking to people.
- Have basic IT skills and have easy access to the internet.
- Are patient, flexible and able to commit to the schedule of calls agreed.



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 (for example, 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.
- To put the role into practice most effectively and to ensure a consistent service for people living with dementia this role is recommended to continue for at least 6 months.
- Learning to enable you to be effective in the role will take about 2-3 hours.
- You will need your own computer, internet access, email address and phone.