

NHS Continuing Healthcare Appeals Support Volunteer Role description

Together we are help and hope for everyone living with dementia



NHS Continuing Healthcare Appeals Support Volunteer



Why we need you

NHS Continuing Healthcare (CHC) is a package of ongoing care, funded solely by the NHS. The criteria to determine eligibility are complex and can be extremely difficult for people with dementia to access. A decision not to award CHC can be challenged and Alzheimer's Society supports those appealing against a CHC decision.

You will enable people to be confident in challenging decisions, help them to identify the necessary documentation and evidence, and encourage them to attend the appeal.



What you will be doing

- Providing a comprehensive support service by telephone and email for people who want to challenge CHC decisions on NHS Continuing Healthcare funding.
- Gathering and recording information from the client in line with Alzheimer's Society's information governance policies and with the consent of the caller.



This role will suit you if you

- Can provide support, guidance and empathy to people who are dealing with difficult issues.
- Have good knowledge of the NHS CHC National Framework and the appeals process.
- Have effective verbal communication and listening skills.
- Are confident using IT, including Office 365.



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:

- One reference 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 one hour, followed by periodic refreshers.
- You will need your own computer, internet access and phone.