**Dementia Services Admin Support**

**Introduction**

Age UK Camden is an independent voluntary organisation working to enhance the quality of life for older people living in the borough.

Our clients are the focus of our services.

The Dementia Wellbeing Service provides practical and emotional support to help older people live independently and safely at home for as long as possible, stay socially engaged and carry on doing what they love. The service supports Camden residents over the age of 55 in the early or moderate stages of dementia. The coordinator works with the client, their family, or carers to produce a personalised wellbeing plan.

Volunteers assist the Dementia Services Manager with all administrative aspects of delivering the services including communicating with people referred to the service.

Staff and volunteers for this service are located at our Henderson Court Hub in Hampstead.

**In this role you will:**

* Be engaging with people living with dementia and/or their carer and will be building good working relationships and an understanding of the impact of dementia.
* Register new referrals to the service.
* Contact clients and referrers to confirm referrals have been received and explain the referral pathway.
* Explain where necessary the waiting list process.
* Ask initial questions to enable triage of referral.
* Send letters and information regarding the service.
* Inputting client data onto the client data base (Charity Log) in line with GDPR.
* Maintaining and updating client records.
* Contacting clients on the Dementia Wellbeing waiting list for check in and updates.
* Contacting clients on the Dementia Befriending waiting list for check in and updates.
* Pass on any follow up work including concerns or safeguarding issues to the Manager of the service (or in their absence to another member in the team).
* Assist with the Dementia Wellbeing email inbox enquiries.

**Other tasks:**

* General admin duties as advised and in agreement with both parties.

**We are looking for people who:**

* Have good verbal and written skills in English.
* Confident to speak to people on the phone.
* Confident in writing letters, using email and accessing the internet.
* Enjoy speaking to people and finding out about their lives and views.
* Are willing to volunteer within our policies designed to keep older people safe.
* Will respect the boundaries of the role.

**We’ll give you:**

* Volunteers will be supported in their role by the Dementia Services Manager and staff.
* Travel and other agreed out of pocket expenses are reimbursed.

**If you are interested, we will ask you to complete the following:**

* Application Form (which includes providing details of referees)
* Disclosure & Barring Check (if it is necessary for the role)
* Attending Induction
* Complete online Safeguarding and Data Security courses
* Complete online Dementia Awareness training

Volunteers will need to complete all induction and training before a final decision regarding their suitability for volunteering is made.