

## **Alzheimer Society of B.C. Volunteer Position Description**

**Volunteer Position Title:** Dementia Helpline Volunteer

**Responsibilities and Duties:**

- Providing information and empathetic support to the general public on Alzheimer's disease and related dementias
- Providing information on programs and services offered by the Alzheimer Society of B.C.
- Providing referrals to other services and agencies in the community
- Responding to e-mail enquiries
- Staying updated and informed about the disease, caregiving issues, and current research
- Tracking calls for statistics
- Performing clerical duties as assigned to maintain Helpline information and resources.

**Requirements/Qualifications/Skills:**

- Excellent verbal and written communication skills
- Comfortable with telephone and internet-based communication
- Ability to work independently and with initiative
- Empathetic listening skills
- Fluent in English; additional language(s) an asset
- Knowledge of Alzheimer's disease and related dementias and/or caregiving experience is a definite asset.

**Location:** Vancouver Resource Centre

**Commitment Required:**

- One three-hour shift per week
- Must attend regularly scheduled volunteer meetings and training sessions.

**Orientation/Training & Support Provided:**

- Alzheimer Society of B.C. Orientation and Dementia Helpline training
- On the job orientation & training
- Heart of the Matter facilitation and listening skills workshop & Caregiver Series
- Ongoing support and supervision from volunteer partner and staff
- Ongoing volunteer workshops and training sessions.

**Benefits to Volunteer:**

- Be a member of a small, dedicated team providing high quality service
- Be a first contact for people throughout British Columbia for support and information on Alzheimer's disease and related dementias
- Engage in opportunities for leadership, community service and personal/professional development
- Be recognized and appreciated for a valuable contribution
- Meet new people and have fun!

**Reports to:** Dementia Helpline Coordinator

**Department:** Regional Services