

## Meet & Greet Support Volunteers for Alzheimer Scotland's Brain Health & Dementia Resource Centres

### Overview:

We are seeking dedicated and compassionate volunteers to join Alzheimer Scotland's team as Meet & Greet Support volunteers at our centres in Aberdeen, Glasgow, Helensburgh, Inverness, Kilmarnock, Motherwell, Perth, Stranraer and Livingston.

As a volunteer, you will play a crucial role in providing a warm and welcoming environment for individuals and families affected by dementia. Your support will help create a positive and inclusive atmosphere at our centres, allowing visitors to feel comfortable and valued during their time with us.

### Role Description:

As a Meet & Greet Support Volunteer, you will be the friendly face that greets visitors as they arrive at our centres. Your primary responsibility will be to offer a warm welcome and assist in directing them to the appropriate services or activities within the centre. You will also provide a listening ear and be available to offer general information about Alzheimer Scotland's programs and services.

Alzheimer Scotland is named after Alois (A-lo-ish) Alzheimer who first identified the brain disease we now recognise as the leading cause of dementia. By building a range of engaging and supportive services in the heart of their community, the Centre team work together to deliver the ALOIS programme of support:

**A**dvice - our expert advisors can offer one-to-one help with anything from building cognitive resilience, to managing money matters and legal issues.

**L**istening - we offer places to be heard, whatever the question or concern, whenever help is needed.

**O**pportunities - to connect, learn and share with others in a similar situation.

**I**nformation - on all stages of the brain health journey, whether someone is worried about their brain health or living and caring well with dementia.

**S**upport - everyone is welcome in our Centres, where those affected by dementia can feel safe with trusted staff who understand what they're going through.

### Key Responsibilities:

**Warm Welcome:** Greet visitors with a smile and friendly demeanour, making them feel valued and comfortable as they enter the centre.

**Information Sharing:** Provide general information about Alzheimer Scotland's services, programs, and activities available at the centre.

**Assistance:** Offer guidance and direction to visitors, helping them find the relevant areas or activities they are interested in.

Engage in Conversations: Engage in friendly conversations with visitors, showing empathy and compassion, and being a listening ear if they wish to share their experiences or concerns.

Signposting: Direct visitors to additional resources or support services within the centre or in the community, as needed.

Collaboration: Work closely with other volunteers and staff members to provide the best possible support to visitors.

### **Requirements:**

Compassionate and empathetic nature, with a genuine interest in helping individuals and families affected by dementia.

Excellent interpersonal and communication skills.

Reliability and punctuality in fulfilling volunteer commitments.

Ability to work well in a team and follow instructions from staff members.

Sensitivity to the needs of people living with dementia and their caregivers.

Respect for confidentiality and adherence to Alzheimer Scotland's policies and procedures.

### **Benefits:**

Making a meaningful difference in the lives of individuals and families affected by dementia.

The opportunity to develop and enhance your communication and interpersonal skills.

Being part of a supportive and caring community of volunteers and staff members.

Access to relevant training and workshops.

The chance to build rewarding relationships with visitors and fellow volunteers.

### **Time Commitment:**

Volunteers are expected to commit to a regular schedule, which can be flexible based on individual availability. Ideally, volunteers are asked to contribute a minimum of 2 hours per week.

If you are passionate about making a positive impact in the lives of those affected by dementia and creating a welcoming environment, we would be delighted to have you join our team as a Meet & Greet Support Volunteer at Alzheimer Scotland's ALOIS centres. Your support will contribute to fostering a compassionate and supportive community for those who need it most.

***\*This volunteer role will be subject to a Protection of Vulnerable Groups (PVG) check by Disclosure Scotland\****

This is a voluntary role and support will be provided by staff of Alzheimer Scotland as required. This role is for those aged 18 and over.

All the responsibilities and duties are to be carried out according to Alzheimer Scotland's standards, policies, and procedures.

This role description is open to review by the organisation at any time and was last revised in **November 2023**