

Dementia Navigator

- Signposting by phone
- Dementia services
- Guidance for carers



What is a dementia navigator?

- A volunteer who phones carers of people with dementia or memory problems to signpost them to local services, offer information and support. Just as important, you'll give them time and space to explain their circumstances.
- This is not cold-calling – people register with our navigation service and then receive a regular call from us, to encourage them to take up local support services.
- People often feel confused about services and sometimes struggle to follow up on advice given – you will be giving a helping hand.



What will you get out of it?

- You will be making a big difference to carers, giving them peace of mind and friendly support to navigate systems which many find confusing.
- This a great role if you want to gain experience in social care and telephone support work – or put to use your skills in this area.
- You'll also get to know a fabulous local charity!



What's involved?

Most people volunteer for one morning or afternoon per week from our Bedford office.

After induction and a trial period, this role can also be carried out at home working within our volunteering from home rules

The skills you'll need

- Friendly, confident and empathic, enquiring mind
- Experience of telephone support work or signposting would be helpful
- Organised, flexible and reliable – able to keep the commitment to the carer
- Work within boundaries – keep to the limit of the role
- Basic IT skills to enter information directly onto our client database
- Team working – cooperate with others, feedback any issues, concerns or learning



How we will support you

- You will be linked to a dementia staff team member who will support you in your role and ensure you have all the information you need
- We'll apply for a DBS (police check) if you don't have a recent one
- We'll give you induction training – about CiB and about your role
- We'll invite you to volunteer socials and forums, and team events
- We'll keep you updated with charity news



How to apply

Please ring or email for a chat about what you can offer. We will then send you a short online application form.



I thoroughly enjoy speaking to carers on the telephone. They are all very appreciative of the call and that we are genuinely interested in their wellbeing and how we may be able to help



Interested?

Contact our Volunteer Coordinator
Carol Solaiman
Tel-0300-111-1919
volunteering@carersinbeds.org.uk

Follow us on social media



Your time

- A weekday morning or afternoon – we offer flexibility to suit your circumstances
- Time for admin tasks
- You will submit a record of your total monthly hours
- We ask that you commit to at least 6 months of volunteering in this role

Where you will be volunteering

- This role is based at our Bedford office
- After induction and a trial period, this role can also be carried out at home working within our volunteering from home rules
- We reimburse travel expenses within Bedfordshire



Our Vision

Carers will feel recognised, respected and supported in their caring role