

Volunteering with Alzheimer's Research UK

Health Information Reviewer (Non-English Languages)

Thank you for your interest in becoming a Health Information Reviewer (Non-English languages).

Alzheimer's Research UK is the fastest growing medical research charity in the UK, tackling dementia, **the world's greatest medical challenge. Our mission is to help bring about the** first life-changing treatment for dementia by 2025, with an ultimate vision to end the fear, harm and heartbreak of dementia.

An important part of the charity's remit is to raise awareness of dementia and the diseases that cause it, tackling the misunderstandings and stigma that surround the condition. As part of this aim, we produce a range of health information booklets that provide the public with accurate, up-to-date and evidence-based information.

We need to ensure our information is available and accessible to as many members of society as possible. So we have started to produce our most popular information in languages other than English. So far, we have provided information in Polish, Welsh, Arabic, Chinese, Bengali, Gujarati, Punjabi, Tamil and Urdu.

What does a Health Information Reviewer volunteer do?

We ask for you to help us review our health information booklets and provide feedback on the content and design.

Your input helps us to ensure the information we provide is useful for people living with dementia and their families, as well as people who would like to find out more about the condition.

How much time will I have to commit?

It is likely that we would only ask for your feedback once or twice a year, and the amount of time you spend reviewing each piece is up to you. Usually an hour or two is plenty. We welcome honest and thorough feedback, so the more time you can put in to help us improve our information the better, but there is no minimum requirement. Feedback is all provided remotely and there is no requirement for you to visit our offices.

What are the personal benefits?

In return, as a volunteer you will benefit from:

- Helping us to reach more members of society with information that is clear, easy to read and helpful to them.
- Great volunteering experience to share on your CV for career development.
- The opportunity to use and develop skills in reading, writing and giving feedback.
- Becoming part of a movement that believes we can make breakthroughs possible.
- A key contact to support you throughout your time volunteering with us.

What and who are you looking for?

Ideally you will have some of the following:

- A good reading knowledge of English and one or more of the following languages: Polish, Welsh, Arabic, Chinese, Bengali, Gujarati, Punjabi, Tamil or Urdu.
- Good communications skills – an ability to provide prompt reviews to set timescales.
- Confidence in using a computer and in using email.
- Willingness to represent people living with or affected by dementia.

If you have skills in other languages we'd also like to hear from you, if you are happy for us to keep your contact details for future projects.

What's the next step?

If you have further questions at this stage, please see the FAQs. The next step is to fill in our initial enquiry or application form at <https://www.alzheimersresearchuk.org/support-us/volunteering/health-information-reviewers/>

Alternatively, please contact the volunteering team on 0300 111 5555 or email volunteer@alzheimersresearchuk.org

FAQs

Do I need any medical or specialist knowledge to help?

Not at all. We want to make sure that our information is clear and understandable to everyone. It is intended for people living with dementia, their family, friends and carers, as well as anyone else who is interested in finding out about the condition.

If you have any personal experience or specialist knowledge, please let us know when you apply so that we can contact you about the updates you might find the most interesting.

How will you contact me?

We will contact you by post or by email. If you prefer a particular method of contact, please let us know. You may wish to give us your feedback over the telephone; that is absolutely fine, but if you have a lot of comments it might be easier to put them in writing.

How does the review process work?

You may be asked to help with a new leaflet or webpage, or we may be updating an existing one. In either case, we will send you the item by post or email with a simple feedback form to complete.

If it is a new leaflet, we might involve you at the planning stage – thinking about what topics to include, for example. We will then ask you for comments on the end result, after we have contacted an expert reviewer (a medically trained professional such as a doctor) and other people who will view the booklet without having planned the ideas. This allows us to get as much feedback as we can.

If it is an existing booklet, we will contact you to provide information on the booklet and then we will make changes from your suggestions, those of other reviewers like yourself, and an expert reviewer. If you would like to see the end result, we are happy to send this to you by post or email.

Will you take on board all my comments?

We will certainly read and carefully consider any comments we receive about our information. However, we cannot guarantee that all suggestions will be used. Some may not comply with our brand and language guidelines, while others may not be appropriate for a particular booklet or web page.

All feedback is stored electronically so that we can refer to it when updating that piece of **information in the future, and everyone's feedback is greatly appreciated.**

Is there a deadline for me to send you my comments?

Yes, we ask you to reply within two weeks of the invitation to review. We are often working within a tight timeframe to get the information ready for printing. If you think it might take you longer to get back to us, but you still want to give us feedback, you can contact us to discuss the options.

Will you send me a reminder?

As the two-week deadline approaches, we will send out a reminder to anyone who has not yet responded to the initial request. This reminder is usually a week before all your feedback is due, so we can then continue with the update process.

We really appreciate a response to the initial request, even if it is to let us know you are unable to help at this time. This allows us time to approach a new reviewer and stops the update process getting delayed.

If we do not receive a response at all, we make note of this and then we may be in contact to ask you if you would like to continue in the volunteer role as we have not heard from you for a while.

What if I'm too busy to help, or it's just not a good time for me?

That's no problem, just let us know, and we'll get in touch again for a future review. If you'd rather we didn't, please tell us that you no longer want to be involved.