

Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and a darker green. The bands are separated by thin white lines.

Dementia Adviser

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.4m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with just over 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 40 volunteers in a growing cohort.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are also a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

Candidates are invited to apply by uploading a CV and covering letter.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte on:

workforus@ageuksutton.org.uk
07577 130549

Please note that CVs not accompanied by a covering letter will not be considered.

Closing date for applications: Sunday, 28th April

Interview date: Tuesday 7th May

If you cannot attend this interview date, please let us know when you submit your application.
If we invite you to interview we will always do our best to find a suitable alternative date.

The Role: Dementia Adviser

Full time 37.5 hours per week, £26,500 - £27,500 pa (dependent on experience)

Occasional weekend/out of hours working required

Role Purpose

Responsible to: Head of Health Services

Based at: Community based work at the Age UK Sutton offices at 1 Carshalton Road, Sutton SM1 4LE and across the Sutton borough, with some working from home. The role requires regular working in the community and in client's homes, from the office as well as at the Memory Assessment Service within the South West London & St George's Older Peoples Mental Health team, in line with service need.

The Dementia Support service is commissioned by London Borough of Sutton in partnership with the South West London ICB, and clients must have a Sutton GP and/or a Sutton postcode to access the service. The service is free to access for those who meet the eligibility criteria. The clients must have a diagnosis of dementia or be a carer of someone diagnosed with dementia.

Dementia Adviser's will form part of the Dementia Support service, providing a comprehensive, person-centred central point of access to information and support for those affected by dementia. It will be based predominantly in the community, either at the Memory Assessment clinic, from the Age UK Sutton office or visiting clients in their homes and liaising with health, social care and community services. The role will work closely with the Dementia Support teams' Dementia Peer Support Officer, as well as other teams within the Health services team, especially to support those being discharged from Hospital along with our partners at Sutton Carers Centre.

Additionally, the Dementia Support team will work closely with the Community Support Information and Advice team in order that referrals for specialist information and support about dementia can be triaged in a timely manner into the Dementia Support service. The Dementia Support team will also work with the Information and Advice team to ensure clients have access to regulated information and advice around rights and entitlements to Welfare and Disability Benefits and Concessions, Housing, and Health and Care Support advice, along with practical resources and signposting.

The Dementia Support service's key aims are:

- Offer a Central Point of Support for the borough for people affected by dementia seeking specialist and general advice, and information about dementia to enable them to manage their diagnosis and access local support more effectively throughout their dementia journey
- Enable People with Dementia and their carers, family, friends or unpaid carers, to live well

- and to maintain their independence for as long as possible
- Services acknowledge 'me' (as someone with and or caring for someone with dementia) as an expert through experience and the services keeps me informed and tell me when things change
 - Provide a timely, person centred service for people affected by dementia from the point of diagnosis, by improving the range and quality of care to support people with dementia and their carers.
 - To help individuals and their carers avoid crisis, where possible, through timely engagement, support and utilisation of community-based services.
 - Provide opportunities for people with dementia and carers to benefit from peer support delivered in the community
 - Ensure people with dementia and their carers are given the opportunity to plan ahead at the right time to support planning for the future, helping to ensure that their wishes can be respected should they be less able to express these in future
 - Enable carers to stay well whilst looking after those that they are caring for
 - Support the development of the dementia strategy over the next 12 months to identify opportunities for improving the current dementia pathway taking into account the lived experience of people with dementia and their carers.

The purpose of the Dementia Adviser role is to:

- To provide a seamless service that offers timely access to information and support from diagnosis and throughout the dementia journey:
- Provide coordinated post-diagnosis support to enable the client to understand the implications of their diagnosis
- Provide community-delivered post diagnosis dementia specialist support, information and advice as the dementia progresses and things change (and a referral route into the Admiral Nurse service) and to empower people with dementia and their carers to make informed decisions about their care and to help maximise their quality of life
- Provide a consistent point of contact at any stage of the dementia journey, providing information and support at the time it is needed thereby providing people with the right care, at the right place and at the right time.
- Work closely with the Memory Assessment Service to ensure clients, and professionals are aware of the service, and to provide an easy route into the Dementia Support service
- To provide opportunities for peer support in order to reduce isolation, increase social inclusion, and to inform, educate and provide strategies for those living with dementia and their carers, with a focus on maintaining wider physical and mental wellbeing.
- Provide outreach into other health and care providers and the community to ensure the service is known and referral pathways into the service are maximised
- To offer person-centred care and support with the aim of empowering people with dementia and their carers to increase knowledge and to make informed decisions about their care.
- Work with people affected by dementia in a person-centred, outcome focussed way providing / coordinating a range of practical and emotional support to improve their independence, safety and wellbeing at home. Information being provided should be generic information about dementia as well as information specific to the person's needs and stage in their dementia journey.
- Provide point of contact to help reduce risk of crisis and need for hospital admission and enable people to stay well, safe and independent at home for longer or for those who have had a hospital stay and been discharged back to their home
- Be responsible for managing a caseload of individual service users, providing practical and emotional support to the most isolated and vulnerable in our community. The support

provided will be identified during an assessment and will be informed by the service users wishes or needs.

- Using knowledge of local services and community resources, provide onward referral and signposting to community services that can support independent living, or to be cared for at home for as long as possible. Support clients to access support from a variety of organisations to support their longer-term wellbeing and recovery.
- To enable access to more specialist support for those with, or supporting those with, advanced dementia, supporting individuals and their families in navigating their access to health, social care and other relevant services.
- To enable people to plan ahead by providing access to a range of support and engage people affected by dementia in decisions about care options available to them and to help reduce risk of crises occurring and if they do, ensure that actions as closely reflect individual wishes as possible.
- To raise awareness and understanding of dementia to encourage early diagnosis and how people can access interventions to help their situation.
- To contribute to co-production activity to support the development of both the carers and dementia strategy alongside service specific recommendations.

The service has a number of contractual KPIs for which this role is responsible to deliver. These KPIs are reviewed quarterly and annually to reflect the demands of the service.

Main duties and responsibilities (role profile)

Co-ordination and delivery of service

Work with Patients/Clients

- Using a person-centred approach, assess the clients' needs using Age UK Sutton's assessment procedures, in order that the client can access and understand information provided in a way that meets their needs
- Triage new clients referred into or identified for the service, ensuring that eligibility criteria are met
- Provide reassurance and ensure clients feel listened to
- Using an outcome based approach, identify client needs and support that is required in order to support the person with dementia and/or their carer dependent on their needs
- Use internal and external sources of information in order to provide professional, validated sources of information and support
- Based on information from the client and professionals, ensure the individualised Dementia support compliments statutory health and social care support
- Provide information and complete onward referral and signposting for longer term support or to meet specific needs outside of service remit e.g. to maximise income or reduce social isolation
- Maintain and effectively manage a caseload, providing support plans to people affected by dementia that enable them to adapt to changes they may experience and provide appropriate support based on their changing needs
- To provide structured on-going support, check in reviews and follow up reviews tailored to the person affected by dementia needs as required

Work with health and social care staff

- Build relationships with health and social care professionals, particularly those in key roles as identified, being clear on the service offer and boundaries of this
- Liaise with health and social care services and professionals in the community to ensure client needs are met and any potential harm is reduced
- Regularly attend the Memory Assessment clinic to be the first point of contact for those on receipt of a diagnosis of dementia
- Work with the Age UK Sutton Community Support team, or the Home from Hospital team, to ensure those that self-refer or are referred internally to the Age UK Sutton Dementia point of access are given timely information and support
- Liaise with current and potential referrers as needed with the aim of promoting control and empowering individuals to make informed choices.
- Proactively liaise with the rest of the Dementia team to ensure caseload is being shared well
- Ensure all local information about services and support is up to date to ensure effective outward referral and signposting

Risk Assessment and Safeguarding

- Consider potential risks and follow internal processes if risks are identified whilst planning client support
- Ensure that safeguarding best practice is followed at all times
- Ensure internal Lone Working practices are followed

Recording and Reporting

- Carry out skilled record keeping ensuring continuity and safety of care, inputting timely, professional and accurate data into Age UK Sutton's CRM, ensuring a consistent record of clients supported
- Capture all outcomes as required
- Contribute to the monitoring and evaluation of the service as required, ensuring that service delivery meets the specified KPI's
- Record client feedback and encourage all clients to complete a user evaluation survey to monitor feedback
- Facilitate collection of feedback from professionals
- Produce service user case studies and ensure best practice is shared widely

Service Marketing, Engagement and Promotion

- Promote the service to relevant professionals
- Utilising local resources, ensure the service is marketed within all communities to ensure the service is accessed by individuals from all communities in the borough
- Work with Age UK Sutton's management team to market and promote the service, including identifying opportunities for increasing referrals within local hospitals

Professional Development and Other Activities:

- Provide cross-cover for other members of the dementia team (to include the peer support service) as needed
- Attend staff meetings, supervision, training and development meetings as required.
- Ensure all mandatory training is completed and repeated at agreed intervals.
- Participate in learning and development opportunities and take responsibility to identify your own learning needs as well as positively engaging with your manager in conversation around these.
- Proactively support service delivery across the organisation.
- Participate at Age UK Sutton events including occasional weekend and evening activity.
- Work within all Age UK Sutton's policies and procedures including Equality and Diversity, Health & Safety, Confidentiality, Consent, Data Security, Lone Working and Safeguarding.
- Undertake other general duties as may be deemed necessary by Age UK Sutton that are consistent with the level of the post and scope of the work, in a timely and effective manner.

This role profile is not intended to be exhaustive and is subject to review at the discretion of Age UK Sutton.

Person Specification

Dimension:	Skills/experience
Delivery of service / Service engagement	Experience of working in a health or social care service (this could include within a VCSE organisation)
	Understanding of the needs of people with dementia and their carers
	Experience working with older people and/or other vulnerable groups
	Ability to listen with empathy whilst asking questions to get to what is important and relevant
	Effective at problem-solving and implementing solutions
	Excellent people skills, able to adapt and communicate effectively with a range of stakeholders to meet aims and influence outcomes
	Proactive and methodical in approach
	Excellent attention to detail
	Flexible, with excellent time management skills
	Understanding of safeguarding and confidentiality good practice
	Experience of managing volunteers
Recording and reporting	Experience of recording case notes
	Able to work to targets
	Confident in learning and using new electronic systems
Other	Support for the aims and values of Age UK Sutton
	Excellent communication skills
	A team player
	Good IT skills
	Ability to access all parts of the borough easily (access to car preferable)