

Dementia Advisor

JOB DESCRIPTION & PERSON SPECIFICATION

Post Information

Type of Post:	Permanent
Salary	£25,012 pro rata, per annum
Hours of work	Up to 30 hours per week, Monday to Friday including some Saturdays, 8pm finishes and mobile working some Sundays. Usual office hours 9am to 5pm Monday to Friday. Work out of usual office hours will be on a rota basis, a minimum of 5 times a year.
Accountability	This post is managed by the Service Delivery Manager.
Location	The Carers' Support Centre, 11 Redcombe Lane, Brigg DN20 8AU.
Travel	Travel around North Lincolnshire on a regular basis to meet people living with Dementia and their Carers in their homes.
	Travel out of area will be required on occasion.

About the role

Dementia Direct is an advisory service for people living with Dementia and their Carers.

You will provide people living with Dementia, their families and Carers, pre and post diagnosis, with practical support and advice. You will connect them with support, resources, activities, groups and their community. The support you provide will sustain, as far as is possible, peoples' independence, lifestyle and relationships.

We are looking for a friendly, caring and compassionate team player with a practical and solution focused approach to supporting people. Experience of working with people living with Dementia, their families and Carers will give you a distinct advantage.

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The support you provide could be face to face in the individual's home, over the telephone, virtually or in writing.

You will work with partners from other services, such as the Memory Service, GPs, health and social care, to build good working relationships and strong referral pathways.

You will have the opportunity to raise the profile of people living with Dementia their family and Carers by conducting outreach in the community and working with local organisations and community groups.

Main Duties and Responsibilities

You will be a key source of support, ensuring the needs of people living with Dementia, their family and Carers are recognised and a plan put in place to meet them.

You will provide support that empowers Carers and people living with Dementia to access appropriate services including support in their local and wider community. Those you support will be enabled to overcome barriers to accessing support and will feel valued and included. Carers and people living with Dementia will be involved in the development and delivery of plans relating to their support and the support.

You will take referrals from the wider community and colleagues from health and social care. You will work with Carers and people living with Dementia to enable them to maintain their independence, improve their wellbeing and help them to feel more in control of their lives. The support you provide will assist those living with Dementia to adjust positively to their condition and enable them to live well.

You will be part of a supportive and inclusive team that work together to ensure people living with Dementia and their Carers are valued, included, confident, listened to, independent and supported.

Key roles and responsibilities:

- Maintain and effectively manage a caseload providing structured, practical and solution focussed support with agreed outcomes, and signpost appropriately based on level of need.
- Be a key contact for people living with Dementia, their family and Carers.
- Take referrals for people living with Dementia, their family and Carers, carry out an assessment of need and develop individual support plans.

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- Enable people living with Dementia, their family and Carers, to plan ahead, particularly in relation to money and legal matters and their wishes for their future welfare.
- Provide information in a timely manner in a format that suits individual needs.
- Work with volunteers to provide a befriending service for those living with Dementia.
- Deliver and develop Understanding Dementia training, for Carers to build an understanding of Dementia and coping strategies.
- Act on behalf of people living with Dementia, their family and Carers where necessary by making telephone calls, writing letters and attending meetings in order for them to access the appropriate services and support.
- Work with the Carers' Support Service to provide wrap around support for Carers of people living with Dementia.

Working in and with the community:

- Promote positive attitudes in public services and in the local community by providing information and training to raise awareness of the impact of living with Dementia and help communities to increase their capacity to support people living with Dementia.
- Ensure that groups and individuals have access to information and support that is culturally appropriate. Proactively work to minimise the obstacles for those people living with Dementia, their family and Carers who find services difficult to access.
- Host Memory Cafés, support groups and other activities throughout North Lincolnshire working with volunteer resource, and ensure venues are accessible.
- Develop and maintain a good local knowledge of relevant services and groups and named key contacts.

Recording and monitoring:

- Review the progress of support plans ensuring movement towards achieving planned outcomes.
- Be responsible for ensuring all caseload and outreach data is recorded accurately and in line with policy and procedures.
- Maintain confidentiality and work within Safeguarding standards.
- Undertake any other duties as required.

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PERSON SPECIFICATION

Below are listed the qualities and experience that are necessary for this post. They are divided into essential and desirable. We will be looking for evidence during the selection process that candidates fulfil the requirements listed under essential. **Please use this as a guide when completing the About You section of the application form.**

Experience	<p>Essential</p> <ul style="list-style-type: none"> • Identifying need and providing information, advice and support to meet need • Networking and working with organisations and professionals. • Speaking to groups and individuals in a professional setting • Providing outreach services in the community <p>Desirable</p> <ul style="list-style-type: none"> • Working in the voluntary, community or social care sector • Delivering training and presentations • Working with volunteers
Special Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Understanding of the impact of living with Dementia and associated needs • Understanding of the needs of Carers and family members of people living with Dementia • Awareness of legislation relating to Mental Capacity Act and Carers Rights • Local Knowledge i.e. Familiarity with North Lincolnshire geography and demographics <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of support services available to people with Dementia and their Carers
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Ability to assess and evaluate client need • Ability to work as part of a team • Good interpersonal skills including presentations/talks to professionals • Ability to keep concise written records • Well organised and able to manage a varied work load effectively • Excellent IT skills including word processing, spread sheets, email and internet • Ability to listen and empathise • Ability to work on own initiative and to work to deadlines • Adaptable communication skills

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Personal Qualities/ Attitude	Essential <ul style="list-style-type: none"> • Able to reflect on difficult situations with colleagues • Resilient and self-aware • Empathy, listening skills • Non-judgmental, honest and reliable • Calm and understanding • Prepared to undertake appropriate training • Commitment to equal opportunity working • Discretion, diplomacy & the ability to work in a confidential and sensitive way
Qualifications	Essential <ul style="list-style-type: none"> • GCSE Maths and English grade C or above Desirable Training relating to health and social care and/or Dementia
Working Arrangements	Essential <ul style="list-style-type: none"> • Ability to transport yourself around North Lincolnshire independently • Flexible in hours of work Dress appropriately
EMPLOYEE BENEFITS	<ul style="list-style-type: none"> • 26 days holiday, plus bank holidays Pro Rata • Bonus holidays given for office closure over the Christmas period • Time off in lieu for hours worked as overtime • Supportive and friendly working environment • Free onsite parking • Free tea and coffee • Wellbeing support