

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Dementia Service Coordinator
Reporting to:	Community Services Manager
Responsible for:	Dementia Volunteers
Salary:	£28,000 - £31,000 per annum pro-rata including London Weighting, plus up to 7% Pensions Contribution
Hours of work:	3 days a week with possibility of increasing days subject to funding
Annual Leave:	28 days per annum (pro-rata for part time), plus Bank Holidays
Location:	Beethoven Centre, Third Avenue, London W10 4JL
Contract:	12 months with extension subject to securing continuation funding

Age UK Westminster aims to promote and enhance the well-being and quality of life of all older people in Westminster to help make later life a more fulfilling and enjoyable experience.

A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform.

Summary of role

Age UK Westminster launched its Dementia Service in 2022 supporting older people (aged 50+) living in the City of Westminster who are experiencing memory and cognitive impairment and are experiencing confusion and dementia resulting in severe social isolation. The service also supports those who are caring for people with these issues.

In 2024 the ambition is to grow the reach of the successful monthly 'Heart of Westminster' Cafe delivered in partnership with the Salvation Army's Regent Hall and grow the weekly community-based MCST group to two weekly groups and provide expertise to the Befriending team to manage some befriending matches. Demonstrating the value of these community-based activities and ensuring they are supported by a trained and supported volunteer team will contribute to securing continuation funding.

The role will involve close liaison with Westminster's Memory Service and other community organisations that support older people living with memory loss and dementia.

Key responsibilities

- Co-ordinate the successful running of the monthly 'Heart of Westminster' Cafe in the Soho ward of the City of Westminster.
- Co-ordinate the successful running of up to two weekly MCST groups at Marylebone Church in Westminster including the co-ordination and triage of referrals for MCST groups
- Ensure the design and provision of activities and information that will enhance the lives of those attending and their carers. There is a significant resource bank of materials and activities
- Facilitate an environment where acceptance of dementia will bring about positive feelings for anyone affected by it
- Promote the service across Westminster to ensure that all those who would benefit are able to attend. This will include working with other professionals and ensuring that publicity materials are available
- Working with colleagues at Age UK Westminster and other professionals to identify and assess individuals who would benefit from being matched with a trained dementia volunteer. Home-visiting may be required.
- Deliver dementia awareness training to staff and volunteers
- Working with Age UK Westminster's Volunteer Coordinator grow the volunteer resource
- Provide ongoing support and supervision to the team of Dementia volunteers
- Ensure that all records are kept up to date for the service and be responsible for the implementation of monitoring, evaluation and quality assurance procedures

General responsibilities

- Participate in team meetings and training.
- Participate in personal, team and organisational development.
- Carry out other projects and tasks as needed.
- To work as a member of AUKW's staff team and support / assist colleagues in the achievement of objectives.
- To use initiative and work effectively with others
- To maintain service user confidentiality
- To undertake other duties as may be reasonably required by the Chief Executive Officer or Trustee Board in the pursuit of the aims and objectives of Age UK Westminster
- To work within Age UK Westminster's values, principles, policies, and procedures.
- Support Age UK Westminster's approach to a broad, visible diversity and equality agenda and to ensure that we take account of the needs of the whole community.

Person specification/experience

Essential:

- Significant experience of working with people with dementia and their carers in similar settings
- Good knowledge of the principles of MCST
- Experience of running MCST groups and memory cafes
- Good understanding of dementia and the needs of people with dementia and their carers
- Excellent organisational and coordination skills
- Excellent communication skills
- Strong understanding of confidentiality, safeguarding, equality and diversity
- Ability to travel independently within the City of Westminster.
- Experience of coordinating and supporting volunteers
- Ability to meet deadlines, good time-management, workload planning

Desirable

- Dementia-related qualification
- Experience of working with statutory provision of dementia services