

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Dementia Coordinator</b> , Homeline project. Contract [3 years]
<b>Responsible to:</b>	Older People's Services [OPS] Manager
<b>Based at:</b>	The Creighton Centre [Opportunity for hybrid working but emphasis on community-based role]
<b>Hours:</b>	21 hours per week [3-year contract] [Flexible days/hours welcomed]
<b>Salary:</b>	£19,131 to £21,677 per year for 21 hours per week (based on a full-time salary £31,885 to £36,128) depending on experience

Because of the nature of our client group, a satisfactory enhanced level Disclosure and Barring Service certificate is required for this post.

### JOB PURPOSE

This is an exciting opportunity to join our well-established Homeline befriending project as a brand-new Dementia Coordinator. The aim of this role will be to set up, coordinate and develop a range of dementia support for isolated and lonely 60+ residents of Hammersmith and Fulham living with Dementia and their carers.

Specifically, the Dementia Coordinator will:

- Head up a new dementia information hub within The Creighton Centre. This will involve coordinating a Dementia information and advice service, partnering with dementia health care professionals to deliver advice, signposting and referrals to people living with Dementia and their carers.
- Network and develop strong links with local cross sector dementia services.
- Develop additional inclusive activities to complement existing Homeline activities e.g. dance therapy, gardening club.
- Promote new dementia volunteer roles and support Homeline Volunteer Coordinator to recruit team of 15 Dementia Ambassadors, and up to 50 Dementia home befrienders.
- Coordinate dementia training and ongoing support of volunteer ambassadors/volunteers.
- Coordinate up to 30 dementia home and care home befriending matches within year 1 (up to 50 annually for year 2 and 3), with a focus on meaningful sensory activities and keeping active.

we are looking for an enthusiastic and dynamic individual to set up and coordinate this new and exciting dementia focused role. If you are someone with compassion and a desire to drive change, improving the health & wellbeing of people living with Dementia, then this could be the ideal opportunity for you.

This role would be ideal for someone with experience working within Dementia services, voluntary services and/or with extensive training and knowledge in this area.

## **BACKGROUND INFORMATION ABOUT OUR HOMELINE PROJECT:**

Homeline is a long-term befriending project for 60+ residents living within the borough of Hammersmith and Fulham. Homeline offers the following support:

- A daily volunteer delivered telephone befriending service for isolated older people - Approximately 12,000 telephone befriending calls annually (approx. 70 per day)
- A home visiting befriending service supporting 50+ residents annually via weekly volunteer home visits, outdoor walking support and community outings.
- 300+ long-term Homeline clients supported annually.
- Casework support for Older People's Services clients (approx. 700 pieces of casework support per year).
- Community Centre activities e.g. Digital Inclusion classes, exercise, Line dancing and other older people's events e.g. monthly lunches.
- Co-production empowerment through Older People's Steering Group and signpost to local resident and health care community forums.
- Gardening service – at-home volunteer support.
- New projects or activities related to the above depending on needs of clients and funding available.

## **DEMENTIA COORDINATOR**

### **MAIN DUTIES**

#### **1. VOLUNTEER RECRUITMENT, TRAINING AND SUPPORT**

- To support the Homeline Volunteer Coordinator to ensure promotion and recruitment of new dementia volunteer roles.
- To work with existing organisations and training providers to coordinate ongoing training for dementia volunteers, developing confidence and enhancing skills.
- Support existing Homeline clients living with dementia and their matched home visiting / walking volunteers.
- Monitor ongoing relationships between clients and visiting dementia befrienders.
- Responsible for providing good support and supervision to dementia befrienders, individually and in groups, both face-to-face and through regular phone / email contact.
- Risk assess volunteer tasks and ensure that action is taken to reduce risks where necessary.
- Support Homeline's Volunteer Coordinator to arrange occasional social events in recognition of volunteers' contributions.

#### **2. CLIENT ASSESSMENTS**

- Assess suitability of new Homeline referrals for people living with memory impairment or dementia.
- Liaise closely with referrers to gather appropriate information and provide feedback on suitability of referrals.
- Carry out home visits to assess new referrals and develop a bespoke support plan for individuals.

#### **3. COMMUNITY CENTRE – DEMENTIA HUB LEAD**

- To be responsible for the set-up and development of a dementia information hub at The Creighton Centre.
- To coordinate a x1 day/week visiting professional Dementia Advisor [i.e. Admiral Nurse], promoting and booking appointments based at The Creighton Centre.
- To work with the Homeline team to promote existing inclusive activities.
- To develop new Inclusive dementia friendly activities, in line with local dementia research and co-production feedback.

#### **4. ADVOCACY AND PARTNERSHIP WITH LOCAL DEMENTIA HEALTH, SOCIAL CARE AND VOLUNTARY SERVICES:**

- Undertake advocacy and casework for clients with dementia and their carers, offering community centre drop-in support, booked appointments and home visits as necessary.
- Develop and maintain good collaborative links and relationships with professionals from other dementia related services, to ensure up to date information, diagnosis support and clear signpost/referral pathways.  
i.e. The Memory Clinic, Dementia link workers.
- Ensure visibility of the Dementia project within local and - where appropriate - regional networks and forums including attending online/in person forums e.g. HFDA [Hammersmith and Fulham Dementia Action Alliance] forum.
- Work with other organisations within the sector to share and promote good practice and explore partnership opportunities of benefit to the client group.
- Work with the volunteers, staff and clients to identify additional problems clients may have e.g. unmet social care needs, and signpost appropriately including making client referrals to Social Services (including safeguarding) and other agencies

#### **5. SERVICE-USER EMPOWERMENT & INVOLVEMENT**

- To work in an empowering way, to capacity-build both clients and volunteers and increase their self-esteem.
- To promote and facilitate volunteer and client involvement in the day-to-day running of services and decisions about service development and delivery.
- To work with the OPS Manager to conduct ongoing evaluation of the service in a way which is accessible to all individual clients and volunteers.
- To support the OPS Manager in working with volunteers, clients and partner organisations to empower older people to participate in local decision-making and awareness raising of issues facing older isolated people.

#### **6. MONITORING AND EVALUATION**

- Use Charity Log (secure cloud database) to ensure there is ongoing accurate monitoring of services.
- Work with the OPS Manager to produce regular reports on the achieved outputs and outcomes of the project.
- Work with the OPS Manager to liaise with funders, produce and adapt reports and monitoring requirements accordingly.

#### **7. PROJECT DEVELOPMENT**

- Respond to the findings of project monitoring and evaluation to develop and improve service.
- Work with OPS Manager to identify unmet needs in the community and work creatively to develop new project ideas or work closely with new funders to develop or make changes in services appropriately.

## **8. EQUAL OPPORTUNITIES**

- Adhere to the organisation's equal opportunities legislation and good practice.
- Implement work practices which maximise accessibility of the project to all individuals that need it.

## **9. COMMUNICATIONS**

- Work within the OPS and The Creighton Centre staff teams to ensure a good flow of internal communication.
- Develop and promote OPS marketing materials to ensure good communications with external stakeholders and service users.
- Support social media service updates.

## **9. GENERAL**

- To maintain accurate and appropriate records of all work undertaken with volunteers and clients and produce reports as needed.
- Monitor referrals into the project in partnership with project staff to ensure they are appropriate and manageable in accordance with the project work-plan.
- To provide cover during annual leave or staff sickness for other Homeline staff.
- To work collaboratively with colleagues across The Creighton Centre: cross-referring clients, taking part in team meetings, organisational development, and being involved in The Creighton Centre-wide events
- To work within The Creighton Centre's policies and procedures and support the OPS manager to review and develop service-specific policies and procedures as needed.
- To attend supervision with the OPS manager and be willing to undertake training and professional development as needed.
- To work within agreed budgets.

These are the normal duties which the employer will require from you at the date of your employment. However, it is necessary for all staff to be flexible in this respect and all employees may be required from time to time to perform other duties which are required for the efficient running of the organisation.

## **PERSON SPECIFICATION**

This lists the skills, experience, knowledge, and abilities needed for this post. Please make sure that you refer to these in your supporting statement.

E = essential; D = desirable

- E A minimum of two years' experience of working with older people.
- D Preferably a minimum of a years' experience working with dementia services, but not required.
- E Evidence of dementia qualifications, training or knowledge.
- E Knowledge of the issues and challenges affecting older people with dementia living in the community and the range of organisations that can offer support to them.
- D Experience of training and coordinating volunteers, including volunteer befrienders.
- E Excellent verbal and written communication skills, and the ability to communicate effectively at all levels.
- E Sound IT skills, experience using databases and the ability to be administratively self-supporting including working from home if necessary.
- E The ability to demonstrate patience, tact and empathy.
- E The ability to manage a complex workload, sometimes under pressure, and to prioritise effectively.
- E An understanding of diversity and equality issues and a commitment to working in a client-centred way.
- E Experience of developing methods of evaluation and monitoring, and of producing reports.
- D An understanding of risk assessment procedures and health & safety issues as they affect clients, volunteers and staff.