

Dementia Support Worker JD

JOB TITLE	Dementia Support Worker
HOURS	3 days per week
SALARY	£27,061.00 pro rata
CONTRACT	Permanent

Age UK Kensington & Chelsea Aims and Values

Our Aims

At Age UK Kensington & Chelsea, we promote the wellbeing of older people through:

- Providing services which support independence
- Learning from this experience to inform our understanding of older people's needs
- Ensuring the voice of older people in Kensington & Chelsea is heard
- Working in close collaboration with other organisations to achieve these aims

Our Values:

- Collective – working in partnership with Older People and our community
- Responsive – to the needs of Older People and our community
- Respectful – in our service to Older People and our community
- Inclusive – in our approach to older people and our staff and volunteers

AUKC employs over 85 staff and our work is supported by many wonderful volunteers. Our culture is one that puts people first in everything we do.

Staff Benefits

As an employee of AUKC you will benefit from:

- 4% employer pension, up to 6% employee contribution
- Cycle to work scheme
- Season ticket loan
- Employee Assistance Program
- 6 free counselling sessions
- Annual leave purchase scheme
- Length of service recognition

Job Role and purpose

Age UK Kensington & Chelsea offers dementia services which make a real difference to residents affected by the condition living in the Borough. Those services include advice, practical help, befriending, social activities and emotional support.

The Dementia Support Worker is responsible for managing a caseload of individual clients, providing practical and emotional support to the most isolated and vulnerable in our community. The support takes the form of weekly or bi-weekly visits to the client's home, as well as contact by phone and email and liaising with social care and health professionals as directed by the client's wishes or needs.

This role requires the worker to work independently and manage their own caseload.

With other members of the Dementia Services team, the Dementia Support Worker will also help with transport, group activities, trips, events, training and local forums.

Key tasks

1. Service Delivery and Quality Assurance

- Manage and maintain a caseload of clients who have dementia or are affected by dementia. Information and support may be by phone, email, letter, face to face at the client's home or other agreed locations
- Support clients to carry out person centred activities in a way that respects the individual's dignity and provides both practical and emotional support.
- Ensure outcomes are achieved as stated in the dementia services contracts
- Provide relevant information to clients and their family members on request
- Ensure that support plans are completed for individual clients. Support plans are to be regularly reviewed with clients and their family members
- As required, carry out assessments of clients referred into the service in terms of their social, emotional, practical and information needs
- Where appropriate, signpost clients to other suitable sources of help or bring clients together in peer groups
- Deliver training about dementia awareness to staff, volunteers, partners and community members
- Provide practical support to Health & Wellbeing events on a regular basis and as and when required to meet our clients' needs
- Assist in the work of the Dementia Action Alliance to raise community awareness of dementia
- Be aware of health and safety issues both within clients' homes and when outside, and to advise the manager of any areas of risk affecting staff and clients
- Seek and record client and family carer feedback and participate in planned customer satisfaction surveys.

<ul style="list-style-type: none"> • Promote the work of the Dementia Team and Age UK Kensington & Chelsea • Ensure that accurate records are maintained, the client database is kept up to date, and that requests for contract monitoring information are fulfilled.
<p>2. Service Development</p> <ul style="list-style-type: none"> • Build links with a range of external organisations across the statutory and voluntary sector to refer and signpost clients into • Forge effective working relationships across the Health & Wellbeing Team, and contribute to Dementia Team meetings • Contribute to the learning and development of the Dementia Team by participating in events, training, forums and meetings on behalf of the team • Respond to external requests for advice and information, including external partners' learning via shadowing, input to meetings or presentations.
<p>3. Contribution to the general running and ethos of Age UK K&C</p> <ul style="list-style-type: none"> • Participate with other staff in ensuring the involvement of users in the planning and development of services as appropriate • Ensure service users are referred to, and access other Age UK Kensington & Chelsea services as needed • Abide by all Age UK Kensington & Chelsea's policies and procedures, and staff handbook • Undertake any other duties that may from time to time be reasonably required.
<p>Person Specification</p>
<p>Essential</p> <ol style="list-style-type: none"> 1. A minimum of 1 years' experience of working with and supporting older people, including those who are affected by dementia, and an understanding of the issues affecting them 2. Experience of, and demonstrable commitment to, person-centred client assessment and support planning 3. Experience of working independently to deliver a client caseload 4. Experience of working independently within a small team 5. Ability to maintain a large network of external contacts and build productive work relationships 6. An understanding of the principles and application of safeguarding adults 7. Ability to be solution-focused and to have a 'can do' attitude 8. Ability to be self-servicing with ICT skills, word, Excel, PowerPoint and Outlook, including database skills 9. Excellent communication skills in English, both written and verbal. 10. Flexibility in the work environment including using smart technology to work remotely 11. Excellent organisational, administrative and communication skills, and an ability to work under time pressure

12. Dedication to delivering high quality services on behalf of the organisation internally and externally

13. Be a reliable and effective team player

Desirable

1. Experience of delivering training / provision of learning opportunities about dementia
2. A qualification relating to theoretical /practical knowledge of dementia or providing services to people with dementia or willingness to study towards one.
3. Experience of organising group activities with people who have memory loss
4. Knowledge and understanding of community work approaches and ability to communicate effectively with local residents