

Job Title:	Team Leader MCST
Reports to:	Living Well Services Manager
Hours:	21 per week
Location:	St Helens, Knowsley, Halton, Warrington. Post holder can be based at either our head office in St Helen's or our Satellite Office in Runcorn.
Grade:	Salary: £26,700 per annum (FTE) - £16,020 for 21 hours per week

JOB PURPOSE:

Age UK Mid-Mersey offers holistic Living Well support for adults aged 50+ in Halton, Knowsley, St Helens and Warrington. This includes provision of advice, information and signposting, goal-orientated wellbeing support, digital inclusion, social groups and activities and befriending. Age UK Mid Mersey has just been awarded three years of National Lottery funding to develop and deliver evidence-based Maintenance Cognitive Stimulation Therapy (MCST) group programmes for older people experiencing cognitive impairment or who are diagnosed with mild to moderate dementia. In addition, we will be providing parallel peer support sessions for carers.

The MCST Team Leader is responsible for overseeing the planning, delivery, and evaluation of the MCST programmes in the four boroughs that we serve. The role involves leading a small team of group facilitators and carer support workers, ensuring high-quality service delivery, and promoting a person-centred approach to care.

The Team Leader will plan programmes, provide support and supervision to staff, and ensure compliance with relevant guidelines and standards. They will be responsible for undertaking initial assessment visits with clients in their own homes to ensure the MCST programme is appropriate for them. Travel across Mid-Mersey is expected so the post holder must have access to their own vehicle and a full clean driving licence.

This post is subject to a disclosure check with the Disclosure and Barring Service at an Enhanced Level.

1. Key Duties and Responsibilities

- Plan and coordinate MCST sessions for people living with dementia or mild cognitive impairment that are enriching and enjoyable and promote cognitive stimulation, social interaction, and well-being. Four 12-week programmes per year will be delivered in each of our Boroughs: St Helens, Knowsley, Halton and Warrington.

- Conduct initial assessments to determine participants' suitability for the MCST program, including the application of validated assessment and outcome measuring tools (full training provided).
- Liaise with relatives, carers and other agencies/services as agreed with the individual, to ensure an integrated and personalised approach which makes use of existing individual and community resources to support and care.
- Oversee the MCST facilitators monitoring of participants' progress and adapt interventions based on individual needs.
- Support MCST facilitators to adapt session content to reflect participants' interests and feedback.
- Build and maintain strong relationships with participants and their caregivers.
- Accept and act upon referrals from a wide range of sources, including Age UK Mid Mersey's other services, external organisations and individuals themselves.
- Undertake all Age UK Mid Mersey mandatory training e.g. Safeguarding Vulnerable Adults, Understanding the Mental Capacity Act and Equality and Diversity.
- Undertake Memory Matter's Cognitive Stimulation Therapy Facilitator's Training and ensure delivery remains faithful to the evidence base, the Age UK MCST Toolkit and core MCST service standards.
- Undertake training in the application and scoring of validated assessment tools used to monitor participant's progress.
- Develop sufficient understanding of the local health and social care landscape to co-ordinate the range of external agencies (both statutory and voluntary) which can help individuals, carers and their families.

2. Supervisory/Management Responsibilities

- Lead and support a team of MCST facilitators, carer support workers and volunteers with the support of the Living Well Services Manager (LWSM).
- Assign responsibilities, monitor performance, and provide supervision and feedback to team members under the supervision of the LWSM.
- Organise and deliver ongoing work-based training to facilitators and carer support workers to ensure consistent, high-quality, person-centred practices.
- Foster a collaborative and positive MCST and wider team environment.
- Assist with training and supporting the volunteers who support MCST sessions and work with them to ensure that they comply with the Age UK Mid Mersey code of conduct.
- Ensure the program aligns with national and organisational dementia care standards.
- Adhere to safeguarding and confidentiality policies at all times.
- Implement health and safety protocols, ensuring a safe environment for participants and staff.

3. Communication and Relationships

- Provide a dedicated and trusted point of contact and support for individuals, carers and families as needed.
- Take responsibility for communicating with all other staff and volunteers to ensure the best service levels are attained.
- Represent AUKMM at external partnership meetings when necessary and deputise for the LWSM as appropriate.
- Attend and contribute to internal team meetings

- Develop and maintain relationships with key personnel from organisations that are aligned to the role.
- Engage with partner organisations to develop the service.

4. Monitoring and Reporting

- Track outcomes and maintain accurate records of sessions, attendance, and participants' progress.
- Ensure that client and volunteer records are appropriate and comply with data protection and Age UK Mid Mersey policy on confidentiality and equality and diversity.
- Support the LWSM to produce regular reports as required, including key targets, progress and recommendations for service development.
- Support the LWSM to evaluate the effectiveness of the MCST programme and recommend improvements.
- Assist with the recording and retrieval mechanism on databases to ensure funders' requirements are met.

5. Knowledge, Skills & Experience

Refer to the person specification on page 4.

6. General

- To become familiar with, and work within, AUK Mid Mersey's policies and procedures.
- To comply with individual responsibilities in relation to health and safety in accordance with AUK Mid Mersey's Health and Safety Policy and Procedure.
- To attend occasional out of hours meetings in connection with the work of AUK Mid Mersey.
- To always work in accordance with the philosophy, ethos and values and principles of the organisation.
- To perform any other such duties, commensurate with the role, as may reasonably be requested by Living Well Services Manager or CEO.
- Attend and actively participate in Team Meetings and AUK Mid Mersey full staff team meetings.

This is a new role and could be subject to change as the programme develops. The above list of main tasks in this job description should therefore not be regarded as exclusive or exhaustive.

Additional duties

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

It is the nature of the work that tasks and responsibilities are, in many circumstances, unpredicted and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by their job description are undertaken. Consequently, we will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Probationary Periods

All appointments are subject to a six-month probationary period.

PERSON SPECIFICATION
TEAM LEADER MCST

We know that few candidates will meet every requirement in this person specification. We will provide training and support to the right candidate who demonstrates the potential to excel in this role

Requirements	Essential/ Desirable
Experience	
<ul style="list-style-type: none"> Experience working with individuals with dementia, Experience of supervising staff and leading a team is desirable but full training and support will be provided to the right candidate to develop these skills. 	E D
Knowledge	
<ul style="list-style-type: none"> Knowledge of dementia care practices and person-centred approaches. 	E
Skills & Aptitude	
<ul style="list-style-type: none"> Compassionate and empathetic approach to working with individuals with dementia. Strong communication skills and the ability to motivate and guide a team. Creative and adaptable in designing and delivering activities. Detail-oriented with strong problem-solving abilities. Ability to prepare and plan the delivery of MCST sessions following comprehensive training and in line with the MCST toolkit. Ability to conduct a guided conversation to carry out assessments to determine participants' suitability for the MCST program (appropriate training will be provided on assessment tools) Ability to respect, identify and support the emotional needs of people living with dementia and their significant others. Ability to work proactively to ensure the active involvement and empowerment of service users through all aspects of the role. To work in an empowering and inclusive manner and to recognises the diversity of clients and encourage equality and opportunity for all. Confidence in dealing with people in a variety of situations, including other staff, volunteers, health professionals and clients Demonstrable people management skills and experience of line management, including delivering training and coaching Excellent IT skills including using Microsoft Office Experience of managing internal and external partnerships Ability to work with and maintain a digital database (Charity Log), with a high level of accuracy and attention to detail Ability to build and maintain effective working relationships Experience of dealing with safeguarding issues Complaint handling and resolution experience Excellent communication skills, including a positive telephone manner and excellent customer service skills Project management skills including the ability to work flexibly and autonomously, and manage individual projects to meet key performance indicators and deadlines Commitment to promoting equality and valuing diversity in practice 	E E E E D E E E E D E D D E E D E D E
Other	
<ul style="list-style-type: none"> Willingness to undertake comprehensive training 	E
<ul style="list-style-type: none"> Willingness to work flexibly to meet the requirements of the role 	E