

Job Description

JOB TITLE	Memory Support Worker
HOURS	Part Time / 14 hours per week
SALARY	Up to £29,455.25 per annum (pro rata)
Responsible to	Memory Team Manager

AGE UK Kensington & Chelsea Values

At Age UK Kensington & Chelsea, we believe that ageing should be about *living well* — staying connected, independent, and fulfilled at every stage of life.

We're a vibrant, values-led local charity and proud partner of the Age UK network. Every day, we work alongside older people to design and deliver services that promote wellbeing, independence and dignity. From supporting people to manage their health, to tackling loneliness and influencing local policy, we put people and communities at the heart of everything we do.

Job Role and purpose

Age UK Kensington and Chelsea's Memory service provides support for people living with mild to moderate dementia, focusing on living well, providing relevant information on diagnosis and engaging in activities such as memory work.

The service is delivered through a range of channels, including face to face, home visits, telephone and email, through Maintenance Cognitive Stimulation Therapy Groups across the Royal Borough of Kensington and Chelsea.

As well as responding to enquiries and carrying a caseload, the role focusses on continuous improvement of the service by implementing best practices and contributing to the development of more effective procedures to enhance service delivery and client outcomes.

Memory Support Worker Job Description and Person Specification

1. Service Development

- 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 Memory Team meetings
- Contribute to the Learning and Development of the Memory Team
- Respond to external requests for advice and information, including external partners' learning via shadowing, input to meetings or presentations

2. 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 as well as deliver MCST sessions on a weekly basis.
- 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 contract
- 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 and memory awareness to staff, volunteers, partners and community members
- Deliver Maintenance Cognitive Stimulation Therapy (MCST) on a weekly basis as well as delivering 1-1 home visits with clients
- 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
- Promote the work of the Health & Wellbeing Team and Age UK Kensington & Chelsea
- Ensure that accurate records are maintained and that the client database is kept up to date, and that requests for contract monitoring information are fulfilled.

3. Contribution to the general running and ethos of Age UK K&C

- Work with the Memory Team Manager and colleagues to develop the service, ensuring the needs of older people are kept at the heart of what we do
- Identify opportunities for joint working with voluntary and statutory sector partners to promote the Memory service, build referral links and to devise and implement ways of reaching isolated communities of older people
- Build constructive working relationships across Age UK Kensington & Chelsea and contribute to the Memory team as well as to other teams within the organisation
- 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
- Participate in events, training, forums and meetings on behalf of the team and the whole organisation
- 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.

4. Contribution to the general running and ethos of Age UK K&C

- Role model constructive and positive behaviour, playing an active part in the organisation
- Represent the organisation externally and promote the service by giving talks and presentations
- Always maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.

Person Specification

Essential

Knowledge and experience

- A qualification relating to theoretical /practical knowledge of dementia or providing services to people with dementia or willingness to study towards one.
- Experience of, and demonstrable commitment to, person-centred client assessment and support planning
- Experience of working independently to deliver a client caseload
- Experience of working independently within a small team
- Ability to maintain a large network of external contacts and build productive work relationships
- An understanding of the principles and application of safeguarding adults
- Ability to be solution-focused and to have a 'can do' attitude
- Ability to be self-servicing with ICT skills, word, Excel, PowerPoint and Outlook, including database skills

- Excellent communication skills in English, both written and verbal.
- Flexibility in the work environment including using smart technology to work remotely
- Excellent organisational, administrative and communication skills, and an ability to work under time pressure
- Dedication to delivering high quality services on behalf of the organisation internally and externally
- Be a reliable and effective team player

Skills and attributes

- Excellent verbal and written communication skills including the ability to translate complex issues into clear, focused, and understandable language for a range of audiences.
- Excellent attention to detail
- Strong telephone and digital skills including the ability to quickly establish and build rapport, listen effectively and record key details.
- Strong time management and organisation skills shown through the ability to work at pace, prioritise several concurrent tasks and meet strict deadlines.
- Good IT skills including Microsoft Office packages and confident use of video technology and databases.
- Ability to travel across the borough and to be comfortable conducting home visits independently.
- A demonstrable commitment to Equity, Diversity and Inclusion.

Desirable

- Experience of delivering training / provision of learning opportunities about dementia
- Experience of organising group activities with people who have memory loss
- Knowledge and understanding of community work approaches and ability to communicate effectively with local residents
- Experience of using Salesforce database
- A minimum of 1 years' experience of working with and supporting older people, including those who are living with dementia and an understanding of the difficulties they face.