

JOB DESCRIPTION

JOB TITLE Outreach Memory Advisor- African & Caribbean Communities

JOB PURPOSE:- To provide support for people with memory difficulties and their carers in partnership with the Food Communities Wellbeing Hub.

ACCOUNTABLE TO: Head of Mental Health Services

SUPERVISED BY: Head of Mental Health Services

The Memory Advice & Dementia Support Service provides tailored information and support to those who are worried about their memory or living with a diagnosis of dementia and their families and carers. We enable individuals to explore strategies that will support them to live well with their cognitive difficulties by focusing on their strengths and abilities. We provide information and emotional support tailored to their individual situation, increasing access other health, social care and community services where required, either over the phone, face to face or online.

The service is for people aged 18+ experiencing undiagnosed memory difficulties or those who have received a diagnosis of dementia, and their informal carers. People accessing the service must be registered with a general medical practice within Leicester City or Leicestershire.

The service supports:

- Individuals who are worried about their memory and would like more information about how to get their memory assessed.
- People with cognitive difficulties who have been referred to the NHS Memory Assessment Service under the dementia pathway and are awaiting assessment and diagnosis.
- Individuals diagnosed with Mild Cognitive Impairment, Vascular Cognitive Impairment or Mild Cognitive Disorder.
- People living with a diagnosis of dementia.
- Informal carers of people with cognitive difficulties or dementia.
- carer learning, designed to equip carers with skills and knowledge that will support them and the person they care for.

Duties and Responsibilities:

- Provide information, support and advice to people living with memory difficulties or dementia and their informal carers, families, and friends, to support them to live well with their cognitive difficulties and increase their knowledge of what support is available to them.
- To be a point of contact for professionals seeking advice about memory difficulties and dementia.
- Provide information and support to people contacting the service's Single Point of Access (SPA).

- Liaise with other members of the Memory Advice & Dementia Support Team to enhance a holistic service delivery.
- Support and mentor other members of the Memory Advice & Dementia Support Team where required to maintain service quality.
- Deliver presentations to stakeholders and community groups, to raise awareness of the importance of people worried about their memory seeking a diagnosis and to raise awareness of the needs of people with dementia.
- Support departments within Age UK Leicester Shire & Rutland as well as other organisations, to become dementia friendly.
- Provide a point of expertise for other agencies who are working with people with memory difficulties / dementia and their families.
- Plan, organise and facilitate groups for people living with dementia including memory cafes, peer support groups, social groups, cognitive stimulation therapy and activity groups.
- Support individuals living in and around Leicester & Leicestershire
- Memory Advisors are expected to be able to travel independently within the area.
- Facilitate face to face, telephone and online support to people accessing the service.
- Post / email appropriate information.
- Signpost or refer people to appropriate services.
- Complete an assessment of needs for people living with memory difficulties or dementia and their informal carers when referred into the service.
- Complete personalised support plans where required.
- Support, promote and work alongside the other elements of the Memory Advice & Dementia Support Service where applicable.
- Ensure good quality and accurate case recording to support service KPIs and GDPR principles.
- This role does not involve providing personal care to people accessing the service.
- Promote the service to increase referrals into the service and other services provided by Age UK Leicester Shire & Rutland. This includes attending networking meetings, events and delivering presentations.

- Liaise within the health & social care sector, voluntary and community organisations to increase referrals into the Memory Advice & Dementia service

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____