

#### ***JOB DESCRIPTION***

<b>JOB TITLE:</b>	<b>Memory Advisor</b>
<b>JOB PURPOSE:</b>	<b>To provide support for people with memory difficulties and their carers</b>
<b>ACCOUNTABLE TO:</b>	<b>Head of Mental Health Services</b>

#### **The Memory Advice & Dementia Support Service:**

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. The service provides support as required to individuals as required, 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 main target group includes:

- 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.

The service offers one to one support and a programme of community groups such as pre diagnostic and post diagnostic information sessions, cognitive stimulation therapy, social groups and memory cafes, which are designed to keep people affected by dementia active and connected to other people. We provide informal carer learning, which is designed to equip carers with the skills and knowledge that will support them and the person they care for, to live well with dementia.

## **Location / Travel**

The role is office based at the following address. However, travel within the role to visit people and network within the community is expected.

Office base: Dementia Support Team, Age UK Leicester Shire & Rutland, Thorncroft, 244 London Road, Leicester, LE2 1RH.

## **Area covered:**

- Service supports people living in Leicester City and Leicestershire
- Memory Advisors will be expected to be able to travel independently within the area.

## **Duties and Responsibilities:**

1. Act as a point of contact for people with living with memory difficulties or dementia and their informal carers
2. Caseload management
3. Liaison and Partnership working
4. Act as a Dementia Champion
5. Deliver information sessions
6. Facilitation of groups
7. Volunteer role management
8. Training and Development
9. Health and Safety
10. Working Practices/General

### **1. Act as a point of contact for people with living with memory difficulties or dementia and their informal carers**

- a) Provide information, support and advice to people living with memory difficulties or dementia and their informal carers, families and friends, in order to support them to live well with their cognitive difficulties and increase their knowledge of what support is available to them.
- b) The service operates between 8.30am-5.30pm Monday to Friday. A working pattern will be agreed with you.
- c) To be a point of contact for professionals seeking advice about memory difficulties and dementia.

- d) Provide information and support to people contacting the service's Single Point of Access (SPA).

## **2. Caseload management**

- a) Facilitate face to face, telephone and online support to people accessing the service.
- b) Post / email appropriate information.
- c) Signpost or refer people to appropriate services.
- d) Complete an assessment of needs for people living with memory difficulties or dementia and their informal carers when referred into the service.
- e) Complete personalised support plans where required.
- f) Support, promote and work alongside the other elements of the Memory Advice & Dementia Support Service where applicable.
- g) Ensure good quality and accurate case recording to support service KPIs and GDPR principles.
- h) This role does not involve providing personal care to people accessing the service.

## **3. Liaison and Partnership working**

- a) Promote 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 to promote the service.
- b) Work in partnership with health, social care, voluntary and community organisations to increase referrals into the Memory Advice & Dementia Support Service, raise awareness of memory difficulties and dementia and increase the amount of support available in the community to these individuals.
- c) Liaise with other members of the Memory Advice & Dementia Support Team to enhance holistic service delivery.
- d) Support and mentor other members of the Memory Advice & Dementia Support Team where required in order to maintain service quality.

#### **4. Act as a Dementia Champion**

- a) 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.
- b) Support departments within Age UK Leicester Shire & Rutland as well as other organisations, to become dementia friendly.
- c) Provide a point of expertise for other agencies who are working with people with memory difficulties / dementia and their families.

#### **5. Deliver Information sessions**

- a) Deliver Worried About Your Memory and Post Diagnostic Information Sessions to people with memory difficulties or dementia and their informal carers

#### **6. Facilitation of groups**

- a) Plan, organise and facilitate groups for people living with dementia including memory cafes, peer support groups, social groups, cognitive stimulation therapy and activity groups.

#### **7. Volunteer role management**

- a) Induct, supervise, support and facilitate 1-2-1 meetings with any volunteers you role manage.

#### **8. Training and Development**

- a) To discuss training and development needs with your line manager and undergo appropriate training and development as required.
- b) Evaluate training undertaken and apply it to the work programme.

#### **9. Health and Safety**

- a) To become familiar with all policies and their practical implementation with regards to Health and Safety, including risk assessments, Manual Handling, accident reporting and fire procedures.
- b) To undertake essential training.

- c) To assist the Head of Mental Health Services in undertaking risk assessments of the workplace where required.

#### **10. Working Practices/General**

- a) To be aware of and implement Age UK Leicester Shire and Rutland's policies with regards to Health and Safety, Equal Opportunities, Confidentiality, Complaints and Access to Records.
- b) This post is subject to a disclosure application with the Disclosure Barring Service as to the existence and content of any criminal record.
- c) 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:** \_\_\_\_\_

## PERSON SPECIFICATION:

### POST: Memory Advisor

Please evidence how you meet the following requirements within your application. If you are shortlisted, you will be asked to evidence this in more detail.

<b>Skills / Knowledge / Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Understanding of the needs of people living with memory difficulties, dementia and their informal carers	x	x	Application / interview
Good organisation / time management / ability to prioritise workload	x	x	Application / interview
Excellent communication and interpersonal skills and ability to present information clearly both verbally and in written format	x	x	Application / interview
Experience of completing assessments, case recording / report writing, use of client record systems.		x	Application / interview
Experience of working with community and statutory services		x	Application / interview
Experience of facilitating groups such as memory cafes		x	Application / interview
Experience of delivering presentations using platforms such as PowerPoint		x	Application / interview
Experience of role managing volunteers		x	Application / interview
Understanding of the application of health and safety and GDPR within this role		x	Application / interview

Knowledge of Mental Capacity Act		x	Application / interview
Understanding of Equality, Diversity and Inclusion	x	x	Application / interview
<b>Other Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Ability to meet the specified hours for the post	x	x	Application / interview
Awareness of the ethos and work of Age UK Leicester Shire and Rutland		x	Application / interview
Able to travel independently within area	x	x You have your own car, a full UK driving licence and able to obtain business use insurance	Application / interview