



Delivering Buckinghamshire's Dementia Support Service

Dementia Support Worker

Location: Office based - Aylesbury, Buckinghamshire (with flexibility for home-based work and in-community delivery of services)

Salary: £25,873 per annum (pro-rata)

Hours: Flexible, 21–35 hours per week

Contract Type: Permanent

Employer: The Dementia Support Service is jointly delivered by Age UK Buckinghamshire / Carers Bucks and you will be employed by either party.

Closing Date: 4th July 2025

Make a Meaningful Impact in Dementia Care

Are you an experienced support worker, care coordinator, or health professional looking to make a real difference in the lives of people affected by dementia? Do you value person-centred care, community collaboration, and holistic support?

We are recruiting for a **Dementia Support Worker (DSW)** to join the newly commissioned **Dementia Support Service** in Bucks—a unique partnership between **Age UK Buckinghamshire, Carers Bucks, and Age UK Hillingdon, Harrow and Brent**. This cross-charity collaboration brings together experience in dementia care, carer support, and integrated community services to deliver a joined-up, compassionate service across Buckinghamshire.

This is a unique opportunity to work across the charity and health sectors, supporting individuals with memory concerns or a dementia diagnosis and their carers through every stage of their journey.

About the Role

As a Dementia Support Worker, you'll be a consistent point of contact for individuals and their carers living with memory concerns or a dementia diagnosis. You'll deliver a holistic, person-centred approach, be the first point of triage, conduct needs assessments, develop support plans and provide regular check-ins with client and their carers. You'll also be there to facilitate group sessions and help clients plan for end of life at the appropriate time. Working across homes, community settings, and remotely, you'll help clients and their carers navigate their dementia journey with dignity and confidence.

Key Responsibilities

- Develop and deliver pre- and post-diagnostic support group sessions
- Triage new enquiries into the service and signpost/refer into appropriate pathways for those pre and post diagnosis
- Conduct holistic needs assessments and develop personalised support plans
- Provide ongoing case management and regular client check-ins
- Facilitate peer support groups and community engagement activities
- Collaborate with NHS services, memory clinics, GPs, and voluntary sector partners
- Promote the service through outreach, presentations, and professional networking
- Work with partners to extend outreach to specific groups
- Participate in the recruitment, induction and ongoing training and support of new volunteers in conjunction with the Service Manager

What We're Looking For

- An understanding of and commitment to the needs of people affected by memory concerns and dementia
- Experience in care coordination, support work, or community health roles
- Strong understanding of safeguarding principles and demonstrated experience in implementing effective safeguarding practices
- Experience of assessment and/or care planning
- Excellent communication and interpersonal skills, with the ability to prioritise effectively

- Ability to work independently and collaboratively across teams
- Ability to drive and have access to a vehicle during working hours is essential as there will be a requirement to commute to venues within Buckinghamshire - some evening work may be necessary from time to time.
- Good IT skills including working knowledge and use of databases, Microsoft Office, video calling and web browsing

Desirable

- Knowledge of dementia and its impact on individuals and families
- Familiarity with relevant legislation (Care Act, Health & Safety and Mental Capacity Act)
- Experience working with and supporting volunteers
- Experience in leading group sessions and delivering training programmes

Why Join Us?

- Be part of a values-driven partnership across three leading charities
- Flexible and supportive team culture
- Annual leave (25 days + bank holidays)
- Pension scheme and professional development opportunities
- Direct impact on improving dementia care pathways in Buckinghamshire

We welcome applications from all backgrounds and communities and are committed to equity, diversity, and inclusion.

Apply today and help shape a more compassionate, connected future for people living with dementia.

To apply, please send your CV with a covering letter detailing why you are interested in this role to recruitment@ageukbucks.org.uk