



JOB DESCRIPTION

Please note: this role focuses on providing guidance, information, and support to families living with memory concerns. It is not a care-provision role.

Role: Dementia Support Worker – Dementia Support Bucks Service

Reporting to: Service Manager – Dementia Support Bucks Service

Salary: £26,650pa (FTE)

Terms: Permanent

Hours of work: 21hrs a week

Location: Hybrid, working from an office location, in community and from home

Dementia Support Bucks

Dementia Support Bucks is designed to improve the support and guidance available to someone with memory concerns or a diagnosis of dementia, and their carers.

Buckinghamshire has over 4,500 residents living with a dementia diagnosis and working alongside many local organisations, our service is developing strong relationships with existing referrers and professionals, including the Memory Assessment Service. We are also working with local support groups and communities for whom dementia represents especially problematic challenges and building online resources to share information and activities that are relevant to clients and professionals.

The service is delivered by a team of Dementia Support Workers (DSWs) and a Triage Coordinator, whose role is to be a consistent support to those living with dementia, and their carers – sharing information and signposting, delivering memory-concern information sessions, assessments and support plans to help manage the evolving nature of the condition, through to end-of-life planning. It's a challenging and demanding role, but one that we know will bring rewards, professional development, and job satisfaction.

The role of the Dementia Support Worker (DSW)

This role is at the heart of the service, being the main contact point for clients accessing the service, and a facilitator and supporter for other community groups and dementia specialist services and groups.

Reporting to the Service Manager, this role is instrumental in delivering a holistic, person-centred Dementia support service to meet client needs as effectively and efficiently as possible. The role is responsible for leading pre and post diagnostic guidance and support sessions, and alongside the Dementia Triage Coordinator, is the first point of contact with the client. The DSW conducts needs assessments, develops support plans, and provides regular service check-ins with clients, facilitates group sessions, and helps clients and carers plan for end of life at the appropriate time.

You will work in the community, in clients' homes and via remote channels to support clients. You will provide pathways to local dementia groups and activities, carer and peer support, as well as other signposting and support to access services. In addition, you will cross refer into Age UK Bucks, Carers Bucks and other local partner services.

Job purpose

To ensure those living with memory concern and dementia feel more supported and better equipped to manage their dementia journey, and to be able to access vital information and services at the right time to help manage the condition as it evolves. You'll do this by providing ongoing, consistent support, advice, and guidance, across communities, and by supporting wider community dementia groups and activities.

Main tasks and responsibilities

Delivering person-centred client support for those with dementia, or memory concern and their carers

- Develop and deliver engaging pre and post diagnostic group sessions
- Working alongside the Dementia Triage Coordinator (DTC), triage and respond to new enquiries into the service and provide appropriate pathways for clients
- Conduct effective, holistic and safe needs assessments and support planning, cross referring into other services as appropriate
- Manage clients and casework effectively, responding to client need and accurately updating client records and changes of circumstance, measuring and evaluating outcomes
- Facilitate end-of-life planning for individuals and their families
- Support organisations working with marginalised and disadvantaged communities for whom dementia presents specific challenges.

Effective relationship building and teamwork

- Build appropriate and supportive relationships with the client, and their carer/family where relevant
- Develop a team ethos among all members of the DSB team and the Service Manager, providing mutual support
- Develop strong relationships in Age UK Bucks, and other partners like the Memory Assessment Clinics, Social Prescribers/GPs and local dementia friendly groups
- Promote Dementia Support Bucks as a service, including via presentations and talks
- Work with other partners and community groups to support existing infrastructure, activities and groups that support those with dementia
- Support the recruitment, induction and on-going training of volunteers.

Build knowledge, information, and skills

- Develop and share dementia knowledge, training and best practice within the team to ensure the service stays up to date with relevant data and information
- Ensure client relevant activities and news is shared with the comms teams managing the service website, social media and literature
- Build knowledge of, and engage with, existing local groups, events and activities and look at further developing community resource opportunities
- Collect and report case studies, quotes and stories which reflect outcomes for clients, volunteers, and organisations and can inform service improvement.

Safeguarding, data protection and policy adherence

- Complete mandatory training and ensure compliance with key policies and procedures, including lone working, protecting privacy, data recording and reporting, protected characteristics and delivering an inclusive service that helps tackle inequality and disadvantage
- Develop strong safeguarding skills to keep yourself, volunteers, and clients safe, and report any safeguarding concerns immediately in line with Safeguarding Policy and Procedures
- Help the service deliver SLAs and collect data supporting agreed KPIs

This list is not exhaustive, and the successful candidate will need to be flexible to carry out any other duties or projects as required.

Person specification**Essential requirements**

- An understanding of and commitment to the needs of people affected by memory concerns and dementia

- Good IT skills including good working knowledge and use of databases, Word, MS Outlook
- A strong understanding of safeguarding principles and implementation of safeguarding practices
- Experience of assessment and/or care/support planning
- Strong communication and interpersonal skills
- Commitment to principles of equity, diversity, and inclusion
- Ability to prioritise tasks and manage a varied workload
- Self-motivated and able to use own initiative
- Strong teamwork skills, with experience of collaborating effectively with colleagues to achieve shared goals and contribute positively to a supportive work environment
- Ability to drive and have access to a vehicle during working hours is essential – some evening work may be necessary from time to time.

Desirable

- Working experience and knowledge of dementia and the impact on individuals and their families
- Experience of working remotely/lone, in the community and in people's own homes
- Knowledge of relevant legislation including the Care Act, Health & Safety and Mental Capacity Act
- Experience of working with and supporting volunteers
- Ability to promote the service through engaging presentations and informative talks, effectively communicating key messages to diverse audiences
- Experience in leading group sessions and delivering training programs

This job description may change from time to time according to the needs of the organisation

Principles

The service is committed to the following principles:

1. Kindness

We lead with compassion and care — in every interaction, with clients, carers, colleagues and partners.

2. Belonging

We create safe, inclusive spaces where people feel valued and connected — across communities, cultures, and organisations.

3. Collaboration

We work side by side — building trust, sharing knowledge, respecting expertise and learning from one another to give joined-up support.

4. Ambition

We strive to do better — challenging ourselves and the system to improve support for people living with dementia and their carers.

Equal Opportunities

We want our services to be more representative of the community we serve. We encourage equity, diversity and inclusion in the workplace and encourage applications from our wonderful rainbow of talent in Bucks and from people of all ages.

Terms and Conditions

- This role is hybrid with requirement to work from the office, in the community and to work from home – ensuring at all times a location that supported effective use of resources and client focus
- When home-based, use of a fully functional computer with webcam is essential to ensure regular contact with the team. A computer and mobile phone will be provided
- Employees are entitled to 5 weeks (25 working days) holiday per full time role per calendar year. In addition, you will also be entitled to all the Public and Bank holidays in England
- The Charity meets the current legislation by providing a pension scheme. All employees are enrolled in the opt in scheme and if they wish to opt out must complete appropriate paperwork.