

# I Forget Service Advisor

## About the organisation

Age UK Lincolnshire is an independent local charity, part of the Age UK federated partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 6000 people every month. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We employ more than 260 people in 19 different departments who are supported by over 200 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our application form to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

## Job Description

**Job title:** I Forget Service Advisor

**Department:** I Forget Service

**Location:** South Holland

**Hours of work:** 35 Hours per Week

**Contract:** Permanent

**Responsible to:** I Forget Service Manager

### Job purpose:

As an I Forget Advisor (IFA) you will support a culture of continuous development, to fulfil the depth and breadth of the I Forget service; providing a recognisable and accessible point of contact for all people with memory concerns, dementia (with or without a diagnosis) and their Carers, as well as professionals from across Lincolnshire's Integrated Care System.

This core service aims to ensure every person in Lincolnshire with cognitive impairment has access to the I Forget Hub and a dedicated I Forget Advisor (IFA). Advisors support people with a cognitive impairment, their Carers and families using a holistic approach to support, encourage person centred care and provide timely and accurate information and advice. IFA's signpost and refer to the right support at the right time across a wide range of services, establish and deliver community based social activities, and offer access to learning opportunities for carers and family members.

The IFA team will support the Service Manager to implement and deliver an integrated service, within a central Hub. The Hub will act as a first point of contact for triaging referrals, allocating the IFA's caseload, providing low-level information, advice and guidance, managing crisis points by encouraging completion of Carers Emergency Response Plans, and supporting the wider system with information and support.

IFA's will also work in the wider community, liaising with professional agencies across the health and care system, developing social groups and activities across Lincolnshire for people living with cognitive impairment, and promoting the service to ensure access for all.

### Key Responsibilities:

- Utilising a guided conversation approach, help clients identify the most appropriate source of information and support and enable them to engage with activities, groups and other community programmes.
- Respond promptly to any client enquiry and be responsible for reviewing case load.
- Signpost and refer to the right support at the right time across a wide range of services
- Carry out face to face, telephone or virtual appointments with an allocated case load.

- Carry out a person-centred strength-based assessment with the client, developing a care and support plan either face to face, virtual or telephone based.
- Carry out home visits to clients where required.
- Carry out 6 monthly reviews of the care and support plan either face to face, virtually or telephone based.
- Provide information and support that helps clients stay connected in their communities and continue to lead meaningful lives, whilst living at home safely and securely.
- Be the first point of contact at The Hub on a rotational basis, triaging referrals, allocating the IFA's caseload, providing low-level information, advice and guidance and managing crisis points.
- Supporting the wider system with information and support.
- Be an active member of the wider IF team, providing peer support, sharing good practice and new approaches, and assisting in identifying gaps in the service and taking steps to address them.
- Build networks within Lincolnshire, attending events and meetings to help raise awareness of the service, developing relationships with the organisations delivering relevant services in their area.
- Develop community-based activities and social groups across Lincolnshire for people living with cognitive impairment and their families and carers.
- Working with the volunteering department, recruit, train and supervise volunteers to support with community based social activities.
- Develop carer learning opportunities.
- Produce case studies at predetermined intervals and on demand when necessary.
- Ensure accurate records are maintained and provided in a timely manner.  
Use Age UK Lincolnshire's Information Management Systems ensuring accurate and timely recording.
- Ensure the maintenance of confidentiality and data protection in respect of client, volunteers and staff records, including all privileged information relating to the services provided.
- Apply principles of Adult Safeguarding and act with due regard to the Mental Capacity Act, Equality Act and the Care Act 2014; reporting to senior colleagues where concerns arise.
- Maintain a full understanding of Age UK Lincolnshire's structure, vision, mission and values.
- Represent Age UK Lincolnshire in a professional manner at both internal and outreach events across the county, to promote our projects and services.
- At the heart of our organisation, a "One Team" approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Promote and foster the organisation's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.

- Carry out all other duties as deemed reasonably appropriate by your Line Manager.

This job description is not intended to be a complete list of duties and responsibilities, but indicates some of the main areas attached to the post of I Forget Service Advisor; it may be amended from time to time, to take account of changes in relevant social care and employment Law legislation.

## Person Specification

### Experience

Experience of service management, people management and service development	<b>D</b>	A/I
Experience of delivering presentations at all levels	<b>D</b>	A/I
Experience of project reporting	<b>D</b>	A/I
Experience of working with a complex and demanding workload	<b>E</b>	A/I
Experience of working with older people	<b>D</b>	A/I
Experience of working with volunteers	<b>D</b>	A/I

### Knowledge

Understanding and appreciation of the needs of people and living with memory loss and dementia	<b>E</b>	A/I
Demonstrable understanding of the Lincolnshire Health and Care system	<b>D</b>	A/I
Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	<b>E</b>	A/I
Excellent knowledge of Microsoft Office programs including Word and Excel	<b>E</b>	A/I
Awareness of the function of Age UK Lincolnshire services and support	<b>D</b>	A/I

### Education & Qualifications

A good standard of secondary education	<b>E</b>	A/I
Evidence of training and ongoing development	<b>D</b>	A/I

### Personal Qualities

Well-presented and business like	<b>E</b>	I
Professional with the ability to maintain confidentiality levels at all times	<b>E</b>	A/I
Ability to work effectively as part of a team, with the initiative to work alone when required	<b>E</b>	A/I
Approachable, empathetic, friendly and able to get on with others and be a strong team player	<b>E</b>	A/I
Willing to accept instruction and responsibility	<b>E</b>	A/I
Excellent organiser, proactive and a good time keeper	<b>E</b>	A/I
Flexible approach, enthusiastic and outgoing	<b>E</b>	A/I

Good local knowledge of health and care services	<b>D</b>	A/I
Commitment to providing a person-centred service.	<b>E</b>	A/I

### Other Requirements

Full driving licence with access to own vehicle	E		
Satisfactory Enhanced DBS check	E		

## Additional Information

### Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

### Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

### Probation Period

All employees are subject to a six-month probationary period.

### DBS (Disclosure and Barring Service)

This post requires an enhanced DBS check (adult's barred list).

## Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please contact our HR Team on 01522 696000 or by email at HR@ageuklincolnshire.org.uk