Job Description

Job Title: Dementia Coordinator

Reports to: Dementia Coordinator Team Leader

Location: The Old Fire Station, Faversham

Job Description:

Job Purpose

Provide a single point of access approach in times of need in order to provide consistency of support throughout the dementia journey.

To provide timely and accurate information and effective support to people diagnosed with dementia, (or have suspected dementia) their carers and family. To work closely with the Primary Care Network they are assigned to, working in partnership with GPs, their multi-disciplinary team meetings, and Memory Assessment Services. Identifying issues leading to deterioration coordinating care and support with external agencies to ensure timely, wrap around support is maintained to avert crisis situations.

The co-ordinator will provide support at each step of the pathway, from pre-diagnosis to end of life, if this is needed by the person with dementia and their carers.

Budget Responsibilities

To work within the organisations delegated authorities for expenditure and follow the guidance of the organisations financial policies relating to cash handling and finance administration.

Key Responsibilities

- Contacting the patient and/or appropriate carer/supporter within two working days, (48 hours), where possible, from when the referral is received.

- Provide face to face visits within 7 working days of a request, where possible, in agreement with the person living with dementia and/or carer.

- Work in partnership with health professionals and organisations such as Adult Social Care, to meet the needs of both the patient and the carer.

- Liaise with the person diagnosed with dementia's GP as and when required throughout the dementia journey.

- Provide an Annual Practice update for each GP practice outlining support provided to patients (in contact with the service) and their carers (as appropriate) on their QOF register.

- In order to start to develop relationships with the family it is expected that the Provider will develop and utilise an appropriate information resource, to support these conversations.

- Provide flexible support so that where necessary team members can cross geographical areas to ensure timescales are met.

- Develop and maintain a framework document/information resource for planning and decision making in order to identify what needs to be in place whilst a person still has the capacity to make decisions and a check list to facilitate the planning process. This should also act as a resource to support conversations around advance care planning.

- Provide and continue to develop an individualised support plan that reflects the health and well-being needs of the person diagnosed. It will also include the necessary information to enable a financial health check to be carried out. As the dementia progresses the information provided by the service will be geared towards supporting the family carer more and provide advice on different stages of the dementia journey.

- Provide support for the immediate carer/supporter as well as for other family members and encourage the carer to engage with a carers assessment.

- Be with the person with dementia and the family along their pathway, proactively contacting them on a regular basis dependent on their need.

- Assess the need for information and advice with appropriate timing, sensitively tailored to individual need.

- Ensure an effective referral pathway to the service from point of diagnosis.

- Liaise with pharmacies to support appropriate and safe use of medication.

- Carer identification and recognition/support in primary care.

- Help Carers to access respite and support.

- Support medication management and compliance in a non-clinical context (referring to medical professionals where appropriate).

The areas covered in the Job Description are intended to provide an overall context to the role, and is not designed to be an exhaustive list of tasks.

Communication and working relationships

Internal

- CEO
- COO
- Dementia Coordinator Team Leader
- Service Users and Families
- Administration Staff
- Volunteers
- Dementia Service Support Team

External

- Social Services
- GP Surgeries
- Care Managers

- Adult Mental Health Services
- Hospital Admission/Discharge Departments
- Statutory and Voluntary Organisations

Performance Review

Personal Performance will be assessed annually.

Personal development plan or training will be agreed with the Group CEO.

General

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure, as an employee that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of Service Users, Staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Kent Rivers aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous and empathetic manner.

Age UK Kent Rivers maintains the right to amend the Job Description in consultation with the post holder. Any agreed changes will be notified in writing.

Personal Specification

Skills and attributes	Method of assessment
Approachable and friendly/socially confident Attention to detail and accurate recording. Excellent communication skills Good organisational skills Good IT skills Ability to manage workload and plan effectively to ensure seamless delivery of services. Ability to problem solve by thinking laterally to achieve results. Listening and understanding	Application Form/ Interview
Experience	
Working with people living with dementia, their carers and wider family network Experience of working within health and social care Experience of health and social care systems Data collection and recording/reporting Ability to quickly form good relationships both internally and externally and represent the organisation in a positive manner.	Application Form/ Interview
Knowledge	
Understanding of the challenges facing people living with dementia, their families, and carers Knowledge and understanding of local voluntary sector and statutory bodies.	Application Form/ Interview