

Dementia Activity Coordinator

Location: Head Office
Accountable to: Head of Charity Services
Reporting to: Senior Charity Operations Manager

The purpose of this role is to facilitate groups that engage and stimulate older individuals living with dementia, alongside their family caregivers, in North Tyneside. The role involves designing and maintaining a portfolio of groups that adhere to best practice guidelines in dementia care, while also supporting caregivers. Services include, providing support to develop strategies for living well with dementia, offering advice and signposting for both individuals with dementia and their caregivers, promoting the development of dementia care skills within the organisation, and assisting in identifying individuals who may benefit from the program through triage and assessment.

Duties and Responsibilities

Customer Responsibilities

1. To respond to enquiries from customers, referrers, and other stakeholders within the organisation's service level agreement response time, highlighting pressures, issues, or concerns to the Senior Charity Operations Manager.
2. To welcome new customer referrals and initially discuss what we and other organisations within the community have to offer, alongside signposting and referring to other organisations where appropriate.
3. To provide one to one support for people living with dementia and their carers helping them to access activities and their communities. Also providing emotional support when appropriate through face-to-face meetings or telephone contact, using strong communication skills.
4. To regularly review and evaluate customer's needs.

Coordinating and facilitating activities

1. To support Age UK North Tyneside in the delivery of dementia activity sessions in a locality and also across the Borough, and coordinate all associated activities in relation to customers attending those activities.
 2. To plan and deliver sessions which follow dementia care best practice and are fun, engaging and stimulating for the person living with dementia and their family carer.
 3. To maintain appropriate records of customer attendance at activities in line with GDPR and CRM practices.
 4. To ensure appropriate venues are available for activities, and ensure the activities scheduled operate equally across the Borough. Risk assess venues when required.
 5. To review customer satisfaction and support customers to access groups and activities, identifying opportunities for group development following best practice, and customer suggestion.
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6. To supervise and support volunteers within the dementia activity programme and ensure scheduled activities are delivered in line with Age UK North Tyneside organisational values.

Compliance Responsibilities

1. To work in line with Age UK North Tyneside's Policies and Procedures relevant to the role, particularly data protection, confidentiality, and equal opportunities, Implementing these throughout the delivery of the service
2. To support management of the project budget in line with the organisation's financial procedures, ensuring any income generated is submitted in the appropriate time frame.
3. To monitor Health and Safety compliance of volunteers and customers reporting any problems or deviation from health and safety best practice to the Senior Charity Operations Manager
4. To work with the Senior Charity Operations Manager to ensure quality systems are upheld, monitored, and reviewed.

Service Responsibilities

1. To uphold and demonstrate to others how the values and behaviours of the organisation are upheld, including the adherence of Standards of Appearance Policy
2. To provide accurate and timely management information as requested
3. To ensure effective networking and liaison with other agencies by participating in relevant meetings and representing the values and policies of Age UK North Tyneside.

Team Member Responsibilities

1. To liaise with customers, carers, families, fellow coordinators, and volunteers to develop and maintain effective user involvement and feedback on the service as developed within the team.
2. To represent the organisation externally as appropriate.
3. To work flexibly to support other services as needed.
4. To support the development of Age UK North Tyneside and EveryDay colleagues, volunteers, students etc. through programmes of training in dementia care and related activities as requested and appropriate.
5. To participate in personal development review and engage in training/development activities.

General

1. To carry out internal audits to ensure compliance with the Quality Assurance System
2. To support complaint investigation to address identified weaknesses.
3. To act as the Health and Safety rep for the business area of responsibility, ensuring First Aid and Fire Safety are adequate and maintained
4. To ensure that all staff and volunteers (where appropriate) maintain, understand, and comply with equality & diversity good practice.
5. To comply with GDPR, ensuring confidentiality and data protection regulations are followed.
6. To promote the organisation's services, values and aims at every opportunity.

Requirements

Essential:

1. NVQ level 3 in Health & Social Care or same level qualification in a similar field
 2. Demonstrable understanding and working knowledge of the Care Act 2014
 3. Education to Diploma/Degree level
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4. At least 2 years' experience of working with people with dementia and/or their families and carers.
 5. IT skills including Word, Outlook, PowerPoint, and Excel
 6. Full UK Driving License and access to a car for work
 7. Completed training in Cognitive Stimulation Therapy or other dementia training.

Desirable:

1. Experience of carer support activities and delivering activities specifically for people with dementia
2. Experience of providing person centred care
3. Experience of current issues relating to people with dementia and their families and carers
4. Experience of training and supervision of staff/volunteers
5. Experience of case management

Benefits

1. Competitive salary
2. Paid Mileage
3. Blue Light Card Discounts
4. 26 Days holidays
5. Generous Pension Scheme
6. Wellbeing Day
7. Staff Referral Scheme
8. Annual Thank You Events
9. Better Health at Work Employer operating at Ambassador status
10. Opportunities to take on enhanced responsibilities through key role such as Mental Health First Aider etc.

I have read, understand, and agreed to work in accordance with the Job Profile as outlined:

Signed:

Date:

Name:

Got a question about your application?

Call our HR Team on **0191 287 7011** or email **HRTeam@ageuknorthtyneside.org.uk**

Values



Caring



Empowering



Inclusive



Influential



Optimistic



Responsive



Realistic



Respectful

Competencies

- **Openness to Change**
- **Team Working**
- **Problem Solving**
- **Communications skills**
- **Drive for Achievement**
- **Organisational Awareness**
- **Personal responsibility**
- **Planning & Organisation**
- **Customer Focus**



Behaviours

- We will treat the people we come into contact with during the course of our work fairly and with respect.
- We will listen to people, be honest and open in our dealings within the organisation and with all stakeholders.
- We will lead by example.
- We will set and communicate a clear direction and empower others to take responsibility.
- We will be personally committed to continuous improvement in all we do.
- We will work together across the organisation to meet common objectives and achieve better results.
- We will place the organisation objectives before personal work objectives.
- We will tackle unsatisfactory or unacceptable behaviour and performance