



JOB DESCRIPTION

Dementia Support Worker

Post Title:	Dementia Support Worker	Pay Scale:	£12.21 an hour
Department:	Dementia Services	Hours of Work:	Various hours available
Responsible to:	Operational Manager	Tenure:	Permanent
Based:	Sybil Levin Day Centre	Date of issue:	October 2025

Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.

PURPOSE OF THE DEPARTMENT/SERVICE

Age UK Notts supports people with dementia using an innovative, person centered approach in order to optimize their feelings of wellbeing throughout the day, using the SPECAL approach.

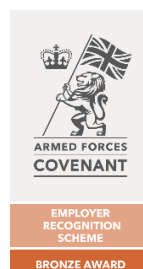
PURPOSE OF THE POST

You will be part of a team providing specialist day service for people with dementia.

This post requires that you will provide personal care to assist people to use the toilet as required.

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitudes and behaviours in your work role.



Communication and Customer Service (C&C)

1. To work as part of a team delivering a day service for people with dementia using a specialist approach at all times.
2. To undertake specialist dementia training
3. You will uphold the dignity of service attendees at all times whilst providing different elements of a day service including; providing assistance with personal care, assisting people to take medication where appropriate, assisting with meal times, running/delivering activities (in a group and on a one to one basis), as well as escorting service attendees to and from the service on the Charity's mini-bus.
4. You will assist with preparing the day service each day prior to service attendees arriving.
5. To help plan and deliver a range of personalise activities to create a lively and stimulating environment.

Planning and Organisation (P&O)

1. Manage, organise and prioritise own workload using your initiative as required and in response to the service priorities and needs.

Recording & Monitoring (R&M)

1. You will ensure all necessary records are kept in occurrence with the requirements of the service.
2. You will be required to use ITC systems to read and respond to emails, book annual leave and complete monitoring information as required.

Quality (Q)

1. To abide by policies and procedures to ensure that each person using the service is kept safe and well. Particular attention is drawn to our Safeguarding, Medication, and Personal Care policies.
2. To report anything of concern in a timely manner to your line manager.

Team Work (TW)

1. To have a positive and flexible attitude to your work and to support colleagues to successfully plan and deliver all services at the centre.
2. By agreement to cover for colleagues work during their absences.
3. To be involved in supporting and mentoring volunteers.

Specialist Knowledge (SK)

1. Show empathy and understand the needs of people with dementia
2. To engage in specialist dementia training and ensure you support people with dementia using the specialist approach at all times.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity & Inclusion

- You will uphold the Age UK Notts Equality, Diversity & Inclusion policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality, Diversity & Inclusion Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification

Dementia Support Worker

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential

1. Ability to show empathy towards people with dementia and to deliver specialist, person centred support.
2. Excellent communication skills (both verbal and non-verbal), with the confidence and ability to talk to and engage with people on both a one to one and a group basis to ensure a positive experience for them. (C&C, Q)
3. Commitment and ability to support the planning, preparation and delivery of a day service. (C&C, Q, TW)
4. Good organisational and communication skills, with the ability to maintain clear and accurate paper or electronic records as required. (R&M, P&O)
5. Able to be flexible with the work pattern to ensure adequate cover at the centre. (TW, CF)
6. To have the ability to work on own initiative, as well being a supportive team member, reporting back to your line manager, as appropriate. (TW, P&O)
7. The ability to remain calm in an emergency situation (C&C, Q)
8. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy (C&C)

Desirable Requirements

1. To have a basic working knowledge of Microsoft Office. (R&M)
2. Due to undertaking minibuss escort duties there may be occasional times where due to unforeseen circumstances where the post holder may be late finishing. (TW, CF)



Summary of Main Conditions of Service Dementia Support Worker

Salary:	£12.21 per hour, AUNN Band AB
Start Date:	As soon as possible
Hours of Work:	Various hours available Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
Holidays:	24 working days (pro rata for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	Sybil Levin Centre, 577a Nuthall Road, Cinderhill, Nottingham.

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.