**JOB DESCRIPTION**

**Job title:** Locality Manager – Dementia Support Service

**Reporting to**: Head of Service

**Responsible for:** Supporting a team of between 3 and 6 DAs

**Work hours:** 28-35pw (Must include Friday)

**Salary:** £12.40 - £13.40 ph

**Location:** Oxfordshire – home based

**JOB PURPOSE:**

Locality Managers lead a team of 3-6 Dementia Advisers and support their own caseload of clients, splitting their time equally between these responsibilities.

This role is for someone with advisory experience and a good working knowledge of dementia They will work closely with the Head of Service to develop the team and deliver a high-quality service that effectively supports people living with dementia across Oxfordshire.

**Locality Manager responsibilities:**

* To lead and manage a Locality Team
* To lead and support allocated workstream activities
* To help develop and document a consistent delivery approach for the service throughout the county
* To promote sharing of learning and best practice across the team
* To encourage and facilitate data collection and feedback that enables us to review and improve the service
* To improve well-being support for DAs through mentoring, and by encouraging the sharing of professional anxieties and concerns
* To support the integration of the team with the wider organisation and partnership organisations in order to develop a more collaborative approach

MAIN DUTIES:

1. To lead and/or support workstream activities as agreed with the Head of Service
2. To support the Head of Service in developing good practice, protocols and procedures including professional and service development
3. To Lead and manage a locality team including
   1. To manage 1:1s and appraisals and support the professional development of team members
   2. To manage holiday and sickness leave
   3. To manage disciplinary issues
   4. To provide well-being support to team members
   5. To ensure volunteers are supported
4. To meet with the Head of Service on a regular basis
5. To facilitate meetings as necessary including team meetings
6. To support the Head of Service in ensuring the client management database is used effectively as both a management tool and to collect performance data

**Dementia Adviser Responsibilities**

A DA supports clients, their families and carers by:

* Enabling them to plan ahead so as to enable choice, independence and control
* Enabling them to plan financially and legally in order to express their wishes for future welfare
* Ensuring they have accurate and accessible information to help them make informed choices
* Taking a holistic approach which considers how a client’s physical, mental and social needs overlap
* Working with clients and families to develop a person-centred support plan that respects individual choice and lifestyle.
* Liaising with professionals as required to provide advice on health, legal matters, benefits, travel, safety and activities

MAIN DUTIES:

1. Support clients through face to face meetings, video calls, telephone support and attending client group meetings
2. 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.
3. Understand the wide range of dementia diagnoses and symptoms; and identify appropriate coping strategies for carers and families. 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.
4. Be a named contact for clients in caseload, offering a single point of contact on matters relating to the dementia diagnosis. Respond promptly to any client enquiry and be responsible for reviewing case load.
5. Responsible for recording and monitoring all work in a timely and accurate manner, ensuring client confidentiality and supporting the production of progress reports and evaluation of the service.
6. Be an active member of the wider team Dementia Adviser team, providing peer support, sharing good practice and new approaches, and assisting in identifying gaps in the service and taking steps to address them.
7. Build networks in a locality, attending events and meetings to help raise awareness about Dementia and developing relationships with the organisations delivering relevant services in their area.
8. Make an identified contribution to a workstream, through leading on a workstream for the service or their locality team and/or contributing to a working group supporting a workstream. (Workstreams are identified in the service tender documents and may be varied by agreement with commissioners)
9. When a Dedicated Support Worker is available work closely with them to best support clients
10. Additionally:

* Work in accordance with Age UK Oxfordshire policies and procedures.
* Take a pro-active approach to personal learning and development.
* Attend team meetings, Age UK Oxfordshire staff meetings and other line management and training activities as appropriate.
* To promote positive attitudes in the local community by raising awareness of Dementia

1. DAs may also be asked to conduct other duties relevant to the role or in support of Age UK Oxfordshire including supporting volunteers and fund-raising activities.

**Person Specification**

**Job Title: Locality Manager**

**Department: Dementia Support Service**

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| **Specification** | **Essential Requirements** | **Desirable Requirements** |
| Qualifications/  Education/  Training: | Good general standard of education.  Min 5 GSCEs or equivalent  Level 3 dementia qualification or equivalent experience | Additional training/qualifications in dementia and/or dementia care.  Level 3 Management qualification |
| Relevant experience: | Experience of working directly with people in a caring or cared for role, preferably those living with dementia.  Good listening and problem-solving skills, familiar with using a guided conversation approach to develop an understanding of client needs  Experience of supporting other staff and colleagues | Experience of advice work.  Experience of working with volunteers  Experience of facilitating groups.  Experience of working with both statutory and voluntary organisations.  Experience of service development |
| Relevant knowledge/skills: | Good knowledge of dementia, including diagnosis, treatment and management, and related issues.  A good understanding of the issues facing carers.  Knowledge of the benefits and services available to people with dementia and carers, and the policy issues affecting their rights.  Excellent communication and negotiation skills  Good record keeping skills  Good IT skills, familiar with Microsoft Office and Outlook | Knowledge of broad mental health issues.  Good administration skills.  Excellent group facilitation skills.  Strong case management skills.  Research and investigative skills.  Familiar with safeguarding legislation and good practice |
| Personal Attributes | The ability to self-manage, working to a service framework and making use of and offering peer support.  An ability to assess and evaluate client needs, able to get to the heart of the issue.  The ability to work alone and based from home, engaging with the community services that can support clients.  The ability to manage emotional and stressful situations, and maintain a positive work life balance  Able to engage with and support the wider team supporting those living with dementia. | Strong personal administration and an organised way of working |
| Additional requirements: | Use of a car is essential.  This post requires the DBS Enhanced Check.  Able to attend Age UK Oxfordshire offices as required for meetings, training etc. |  |

Last reviewed: September 2021