**JOB DESCRIPTION**

**Job title:** Dementia Adviser (DA)

**Reporting to**: Nominated Lead Dementia Adviser

**Responsible for:** N/A

**Work hours:** 21 – 35 hours per week

**Salary:** £ 10.67, rising to £12.17 per hour on completion of training and probationary period

**Location:** South Oxfordshire, Based from home

**JOB PURPOSE:**

Dementia Advisers (DAs) support people with a diagnosis of dementia, their carers and families.  DAs take a holistic approach to support, encouraging person centred care and providing timely and accurate information and advice.  DAs signpost and refer to the right support at the right time across a wide range of services.  By enabling clients to access support that they and their family need we are able to help them live as well as possible for as long as possible in their own homes and remain active in the community.

DAs are primarily home based, taking referrals within a geographical area and from GP surgeries.  They are largely self-managing, happy to work alone and able to use their initiative.  In particular, they need to be comfortable visiting clients in their own homes. Each DA will manage their own caseload, working within the service framework and under the guidance of a Lead DA and the Head of Service.

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 home visits, 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. When a Dedicated Support Worker is available work closely with them to best support clients
9. 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: Dementia Adviser**

**Department: Dementia Support Service**

|  |  |  |
| --- | --- | --- |
| **Specification** | **Essential Requirements** | **Desirable Requirements** |
| Qualifications/  Education/  Training: | Good general standard of education. | Training in dementia and / or dementia care.  NVQ Level 3 or equivalent related to dementia issues |
| Relevant experience: | Experience of supporting 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 advice work.  Experience of working with volunteers  Experience of facilitating groups.  Experience of working with both statutory and voluntary organisations. |
| Relevant knowledge/skills: | Working 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 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: February 2019