

MEMORY CONNECTIONS GROUP FACILITATOR JOB DESCRIPTION

April 2025

JOB TITLE:	Memory Connections Group Facilitator
JOB PURPOSE:	Delivery of MCST Memory Connections group work programmes
ACCOUNTABLE TO:	Information & Support Manager
RESPONSIBLE FOR:	This post does not carry line management responsibilities, but will involve working with volunteers
TRAVEL:	The nature of the job may require travel around the beneficial area. It is the post holder's responsibility to hold a valid driving licence and provide a roadworthy vehicle with business mileage insurance. Travel expenses are paid at an appropriate rate.

MAIN DUTIES:

- Plan and facilitate structured group sessions for people with mild to moderate dementia.
- Attend relevant training for Maintenance Cognitive Stimulation Therapy (MCST) session delivery
- Facilitate group sessions for the MCST programme
- Monitor person-centred outcomes for individual clients participating
- Plan client-focused strategy, transitioning from Maintenance CST groups to other delivery programmes and/or providers, according to individual client need
- Meet all reporting requirements, and requests for Case Studies

QUALITY:

- To produce all documentation to the professional format and standard required by the organisation
- To ensure all requested reports are delivered on time
- To maintain an efficient filing and archiving system

COMMUNICATIONS:

- To communicate efficiently and effectively with all colleagues and volunteers.

ADMINISTRATION:

- To keep accurate records and to provide reports as requested by your line manager and/or the national Age UK MCST programme delivery team
- To store, maintain and communicate data in accordance with the organisation's data protection and communication policies
- To provide own administrative support
- To ensure effective use of telephone or electronic equipment and use in accordance with the organisation's policies and procedures.

FINANCE:

- To maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis.

RELATIONSHIPS

- To foster and maintain good working relationships with relevant statutory authorities, voluntary organisations and other key agencies
- Develop and maintain good client and volunteer relations.

GENERAL

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy.
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc.
- Represent the organisation at meetings, conferences and events where appropriate.
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

EQUAL OPPORTUNITY

Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context.

NOTE – This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.

PERSON SPECIFICATION

Knowledge and Experience

Essential:

1. Good standard of education
2. Good working knowledge of MS Office, specifically MS Power Point.
3. Experience of running group sessions or working with people in a group
4. Commitment to attend and participate in induction and relevant training to achieve the knowledge required to deliver a quality service
5. Experience of listening and questioning.

Desirable:

6. Previous experience of working with people living with dementia.

Skills and Abilities - Able to

1. Work flexibly with people and be good at interpreting and understanding the full range of ways in which people communicate.
2. Be comfortable facilitating groups and talented at balancing the flow of sessions so that each individual can express themselves in their way
3. Develop creative theme-based subjects for client-centred group work and delivering them in a way that promotes a sense of fun
4. Provide sessions that are sensitive, confidential and uphold the individual's dignity
5. Work with people in a relaxed manner with an emphasis on going with the flow rather than a task.
6. Work with people with mental health disabilities in a way that is person-centred.
7. Develop positive relationships with both clients and volunteers.
8. Excellent verbal communication and interpersonal skills
9. Be confident in dealing with people and leading a group session either online or face-to-face.

General

1. Commitment to Age UK Somerset's charitable aims and core values
2. A desire to help people, using sensitivity and understanding
3. A flexible, positive and professional approach
4. A commitment to continuous improvement and to deliver a quality service
5. Understanding and application of data protection principles
6. Access to a reliable, effective broadband internet connection and reasonable workstation when working remotely at home (if required)