

## **Age UK Sunderland**

### **Job Description**

Post: **Essence Service Phase 2 Carer Navigator**  
Responsible to: **Essence Service Manager**  
Location: **Essence Centre Doxford Park**

#### **Job Purpose**

To provide practical, social and emotional specialised support to those caring for someone who are living with a diagnosis of dementia with higher need.

#### **Job Description**

- To ensure the provision of innovative interventions and continuous practical, social and emotional support to those caring for someone who are living with a diagnosis of dementia with higher need.
- To develop a personal plan for the carer, which looks at what support is required due to increased responsibility as the person they are caring for needs escalate and what the barriers are to maintaining their quality of life in their caring role.
- To manage an active caseload.
- To act as a navigator and a listening ear to carers to ensure their needs are identified.
- To promote a self-management approach which will look to empower carers to help themselves through peer to peer support and access to specialised services e.g. financial planning and legal services.
- To actively provide respite and solutions to carers – whether that be in the hobbies they enjoy or practical information and support, to ensure they have adequate tools to increase their wellbeing ensuring they are able to carry out their caring role.
- Organise and facilitate carer peer support groups in a range of community settings and to link with existing provision as appropriate.
- To be actively involved in organising, preparing and delivering information sessions and wellbeing programmes to those caring for someone who are living with a diagnosis of dementia with higher need
- To recruit a small team of volunteers to support a respite/befriending element of service provision for carers and cared for.

- To identify carers who would benefit from understanding dementia courses and actively populate course dates.
- To work closely with Sunderland's Carers Support specialists.
- To actively promote the service.
- To keep records of clients and volunteers.
- To ensure adherence to GDPR principles at all times
- To act as a safeguarding alerter in line with AUKS's organisational policy and procedure.

**This post is subject to a Disclosure & Barring Service (DBS) Enhanced check.  
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## Person Specification

### Essential Criteria

- Experience of supporting people with dementia with higher needs and carers.
- Experience of providing services to carers of people living with dementia.
- Knowledge of support services and pathways relevant to those caring for someone with complex dementia needs.
- Experience of developing and implementing peer support groups
- Experience of facilitating information sessions & wellbeing programmes
- Ability to manage a busy workload and prioritise appropriately
- Previous experience of working with vulnerable people.
- Possess excellent communication skills to deal with highly sensitive and emotional issues on a frequent and unpredictable basis.
- Have a good understanding of volunteering and demonstrate evidence of the ability to recruit, train and retain volunteers.
- Commitment to working in the voluntary sector.
- Be innovative with enthusiasm to take on new challenges.
- Be a dynamic self-starter.
- Demonstrate a flair for organising.
- Ability to respond effectively to unplanned/ emergency situations.
- A flexible approach to work.
- Maintain confidentiality at all times.
- Good standard of Education.
- Have excellent IT skills, with ability to produce reports, databases and other key IT project management tools.
- Good understanding of GDPR
- Sound awareness of safeguarding adults

- Possess a full, clean driving licence and have access to a car for work