

Job Description

Bank Dementia Services Support Worker

Responsible to: Dementia Services Coordinator / Dementia Services Senior Coordinator

Brief overview of the role: Support the Coordinator in leading sessions that create a safe and enjoyable environment for members and carers. Enable meaningful engagement in activities, and provide signposting to support carers in their role.

Main duties:

Service Delivery:

- Assist the Dementia Services Coordinator in ensuring the smooth day-to-day operation of the service.
- Lead on overseeing members' interaction and participation throughout the day, including support with mobility around the centre, lunch (where provided), and engagement in activities.
- Support the Dementia Services Coordinator in developing the activity programme, ensuring it is safe, appropriate, and stimulating, while reporting on member participation and carer feedback.
- Provide personal assistance to members who may require support with toileting, eating, drinking, and, where assessed and a MAR chart is in place, medication administration.
- Offer information and support to informal carers to help promote their wellbeing.
- Welcome and support volunteers as needed to ensure they feel integrated and valued within the service.
- Assist the Dementia Services Coordinator with fundraising efforts for the service.
- Support the Dementia Services Coordinator and/or Manager in promoting the service creatively and effectively within local communities.
- Act as a First Aider and Fire Marshal when required, and serve as a key holder and alarm call-out contact when designated by the Coordinator.
- Assist the Dementia Services Coordinator in managing Health and Safety within the service.
- Adhere to the policies and procedures of the service in line with Age UK West Sussex Brighton & Hove's management systems.
- Attend training sessions and meetings as arranged by the Dementia Services Manager, Senior Coordinator, and/or Coordinator.
- Be prepared to work additional hours to cover for the Dementia Services team and other colleagues during periods of absence.
- Undertake any other duties appropriate to the role, as reasonably requested by the Dementia Services Manager, Coordinator, or Head of Health at Age UK West Sussex Brighton & Hove.

Governance

- To comply with all organisational policies and procedures and relevant legislation including Health and Safety, Safeguarding and General Data Protection Regulations (GDPR)
- To attend relevant and mandatory training as required
- To undertake any other duties appropriate within the role as may reasonably be required by AUKWSBH

Key contacts and relationships

- AUKWSBH Information and Advice Service
- All departments which fall under AUKWSBH Health Team
- Localities Development Managers
- Help at Home services
- Partners within the Carers Short breaks contract

Equality, diversity and inclusion

Age UK West Sussex Brighton and Hove is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Dementia Services Support Worker

Experience	Essential	Desirable
An understanding of, and interest in older people, their situations, and the opportunities they may want and/or need	✓	
Excellent Communication skills	✓	
Experience of providing personal care support to older adults and those living with Dementia.		✓
Experience of working with people who have a diagnosis of Dementia		✓
Experience of Providing group-based activities		✓
Understands the adult social care environment and how we can best add value		✓
Experience of working in a Health / Care sector		✓
Good level of understanding around the Condition of Dementia and associated symptoms		✓
Ability to relate well to people from a wide range of backgrounds	✓	
Partnership working with voluntary and charitable sector organisations		✓
To be able to display empathy with older people and to have a kind and caring disposition along with an upbeat and enthusiastic personality.	✓	
Able to remain calm when faced with challenging situations.	✓	
Ability to travel on occasion to different locations including other AUKWSBH sites	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	✓	
Willing to work flexibly to meet the needs of the service including working extra hours to cover the manager and team members during absence	✓	