



Job Pack

**Dementia Project
Coordinator**

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Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

Information & Advice Team

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

Complex Needs Support Service

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

Cost of Living Advice

This involves supporting clients to maximise their income. The advisor assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

CNWL Digital Inclusion

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

Maintenance Cognitive Stimulation Therapy (MCST)

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

The Heart of Westminster Memory Cafe

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

Post Hospital Discharge

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

Exercise at home

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

Fit4Life

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

Activities

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

How to apply

Please send your application to: enquiries@ageukwestminster.org.uk. For questions about the role, please email julia.parr@ageukwestminster.org.uk.

Your application should include:

- a covering letter that explains how you meet the person specification
- a CV detailing your recent experience, education and training
- names and contact details of two referees including one from your most recent employer/contracting organisation.

What we offer

- Flexible working
- Hybrid working
- Training and development
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: 12th March 2026 at 9am. Interview dates: 17th & 18th March 2026.

The Role: Dementia Project Coordinator

Reports to: Wellbeing Services Manager

Salary: £29,000 per annum (pro-rata for part-time)

Working Days / Hours: Part Time, Monday to Friday, 21hrs hours per week (flexibility required for community events)

Main Purpose of the Role

To operationally lead, coordinate, and deliver dementia-focused services across Westminster, working hands-on in the community. The Dementia Project Coordinator will deliver MCST sessions, facilitate the Memory Café, support and lead volunteers, and engage local partners. The role ensures high-quality, person-centered care for people living with dementia and their families, raises the profile of Age UK Westminster (AUKW), and aligns with GMC-focused initiatives.

Key Responsibilities

Community-Focused Operational Leadership

- Lead dementia services on the ground, ensuring smooth day-to-day delivery of MCST sessions and Memory Café activities.
- Be present in the community, supporting participants directly and supervising volunteers during sessions.
- Conduct home visits and community outreach to assess new participants and maintain service quality.
- Promote AUKW services in the borough, building strong local partnerships and referral pathways.
- Represent AUKW at Dementia Alliance meetings and other borough-wide forums to ensure community and GMC alignment.

Volunteer Leadership & Facilitation

- Recruit, train, and supervise volunteers, supporting them during sessions in the community.
- Ensure volunteers understand operational procedures, safeguarding, and GMC priorities.
- Motivate and coordinate volunteers to deliver high-quality, inclusive, and person-centred services.

Operational Administration & Monitoring

- Maintain accurate records of participants and volunteers.
- Provide operational reports, service metrics, and feedback to management for continuous improvement.
- Ensure compliance with organisational policies, safeguarding, health & safety, and GMC guidelines.

General Duties

- Attend training, community events, and represent AUKW professionally.
- Support wider organisational initiatives and respond flexibly to operational needs.

Person Specification

Education & Training

- Good literacy and numeracy.
- Relevant qualifications in dementia care, social care, volunteer leadership, or operational management.
- MCST or Cognitive Stimulation Therapy training.
- Safeguarding Adults training.

Experience

- Hands-on delivery of community-based programs.
- Working with people living with dementia.
- Leading and managing volunteer teams in the field.
- Building partnerships and raising organisational profile.
- Delivering GMC-aligned programs.
- Leading group activities.

Skills & Knowledge

- Strong operational and community leadership skills.
- Volunteer management and facilitation in a community setting.
- Ability to plan, deliver, and adapt engaging dementia sessions.
- Strong communication and relationship-building skills.
- IT proficiency (Teams, Microsoft Office).
- Awareness of safeguarding, health & safety, and GMC responsibilities.
- Understanding of older people's needs in Westminster.

Other Requirements

- Willingness to travel across Westminster and be operationally present in the community.
- Commitment to Age UK Westminster's values, confidentiality, and equal opportunities policies.
- DBS clearance (this role is subject to a satisfactory Enhanced Disclosure & Barring Service check).