

## **Job Description**

**Post Title:** Dementia Wellbeing Support Advisor

**Reporting Line:** Dementia Service Manager

**Responsible for:** N/A

**Base:** Bank House or Wyvern House, Working across Worcestershire

You will provide a person-centred support service people with a dementia diagnosis by providing a range of information, advice and active support to improve their wellbeing and enable them to live independently for as long as possible. You will ensure engagement with the local community, Health Professionals, and other organisations to provide a clear referral pathway to the dementia café's, MCST course and dementia wellbeing service including young onset. You will ensure the achievement of high professional standards of person-centred care in the accordance with Age UK Herefordshire and Worcestershire values. You will ensure continuity of quality service provision in line with the organisational quality standards.

The Dementia Services portfolio includes Dementia Wellbeing, Dementia Cafés, Dementia Group Outings, Maintenance Cognitive Stimulation Therapy and 121 support for those with young onset dementia across Worcestershire. The service aim is to support independence through the use of assistive technology, signposting to other support services both internally and externally and community assets unique to their own situation.

You will manage your work time effectively, have a passion for supporting older people and have the ability to be flexible in order to meet service needs. The ability to drive and have access to of your own vehicle for work purposes is essential to your role. You will also undergo an enhanced DBS check.

## **MAIN DUTIES AND RESPONSIBILTITES:**

- To undertake an assessment/triage of the support and information required by the client and their carer following their referral and to formulate an appropriate support plan for the client following service requirements / timeframes.
- Provide information at different stages of the dementia pathway so that is tailored to suit the person with dementia or their family/carers
- Provide practical support to engage in meaningful daily activities and to maintain independence including the promotion of dementia friendly communities, advocacy, homecare and information. Provide support to maintain relationships both at home and in the wider community, signposting for further support where indicated. This includes (but is not limited to) providing 121 visits/outings, taking clients to and from dementia services e.g. café's, MCST.
- To escalate any concerns or matters relating to risk in relation to a venue, activity, an individual and/or their carers to the Dementia Service Manager.
- To build good working relationships with local dementia services including EIDs, local community groups, statutory and voluntary agencies and social prescribers.
- Input data on to systems in an accurate and timely manner. Providing written and verbal reports as required.

- To ensure that enquiries/referrals to the service are answered and dealt with efficiently, accurately and in a timely manner.
- Ensure any customer feedback is recorded promptly and accurately and escalated if appropriate.
- To work closely with staff and volunteers to ensure members receive a person-centred service that attends to everyone's physical and emotional needs wherever possible. (This does not include the provision of personal care)
- To provide opportunities for members and family members to discuss issues that are concerning them in adjusting to living with dementia and to refer on for more specialists help where appropriate.
- To maintain and raise the profile of the Dementia Wellbeing Service, Dementia Café's, Dementia Group Outings and MCST within the local community so that it is well-known and accessible and, in conjunction with colleagues in Age UK H&W and other relevant organisations
- Respond to requests from the local community and referrers for information. This includes attending external meetings, events and giving presentations about our dementia services.
- Actively engage with existing and new clients about our services e.g. via face to face / telephone engagement, leaflet/poster drops.
- To attend and contribute to staff briefings, team meetings, training sessions and 1:1 meetings when required.
- When required to personally cover the Dementia Café's, MCST course and other dementia groups in times of staff absence. This may also include completion of assessments, assisting with activities, general kitchen duties and preparing the venue for the day. Along with sourcing and booking entertainment, sourcing and ordering equipment and planning days out which are off site.
- To undertake such duties as may, from time to time, be reasonably requested within the flexible definition of this post or as requested by the Dementia Service Manager.

## GENERAL

- To be an active, integrated and cohesive team member.
- To maintain and develop good working relationships
- To ensure your behaviour reflects Charity values: We are friendly, we work together, we make a difference, we are always learning, we are flexible.
- To be responsive to the needs of the charity and its clients.
- To develop and deliver effective systems of working and procedures creating a culture of continuous improvement.
- To support the development of KPI reporting, ensuring delivery of the Strategic Plan and a commitment to demonstrating impact across the organisation.
- To prioritise Safeguarding our clients and colleagues.
- To support person centred evaluation processes in order to inform current and potential service development.
- To embrace equality, diversity and inclusion principles.
- To adhere to all relevant policies with particular reference to health and safety.
- To comply with all relevant legislation.
- To undertake appropriate training and personal development as required for the role.

- To portray a positive image of the organisation both internally and externally and set high standards of personal integrity and professionalism.
- To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.
- To be willing to travel and work flexibly throughout the charities operational area
- To be prepared to work from any of our operational bases as required