

# Job description



## Dementia Support Worker

### Main purpose of job

To provide support, information and guidance to people with dementia and their carers helping to maintain their independence, improving their sense of well-being, and putting them in more control of their lives. To assist people with dementia and their carers to identify their needs and access to services.

### Position in organisation

Reports to the Services Manager or Dementia Support Manager.

### Dimensions and limits of authority

- Responsible and accountable for the delivery of a high quality support services.
- Responsible for liaising with relevant statutory and voluntary organisations in the area in relation to this service
- Responsible for representing the needs of people with dementia and their carers at local forum / events.

### Duties and key responsibilities

- To manage referrals, assisting clients in assessing their information and support needs.
- To maintain and manage a caseload of clients who have dementia or are affected by dementia from appropriate geographical locations. Information and support may be by phone, email, letter, or face to face, at the client's home or other appropriate location.
- To provide information regarding services and benefits available and, where appropriate, assist clients in accessing them.
- When appropriate, to signpost clients to a choice of suitable other sources of help.
- To offer clients printed information, and send within established timescales.
- To maintain accurate, up to date client support plans and client contact records.
- To develop a proactive approach in reaching people with dementia and carers who may not otherwise access our services.
- To develop networks with partner organisations who also work in the field of dementia, mental health, disabilities, and benefits and income advice, including Primary and Secondary care, Social Care and Health, and Welfare Benefit agencies, with the aim of empowering individuals to make informed choices.
- Where necessary to liaise, seek advice and information from other parts of the organisation to ensure information provided is accurate and up to date and based on accumulated knowledge including; Alzheimer's Society fact sheets; Dembase, trusted websites; the Dementia Catalogue and own experience or research.
- To assist in the identification of other areas of need and service development for people affected by dementia and work with other organisations, statutory, voluntary and independent to identify need and to help maximise the availability of local resources.
- To assist in raising public awareness about dementia and the way it affects families and individuals, and to participate in local events such as conferences.

- To seek and record client feedback to understand whether needs are being met, and to plan any necessary adjustments.
- To have an exit strategy for people with dementia and their carers, signposting them to other, more appropriate services.
- To work as part of an information and support team, providing cover for colleagues at agreed times or in unforeseen circumstances, as appropriate.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

## Organisational responsibilities

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work in a manner that facilitates inclusion, particularly of people with dementia
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

# Person specification



All of the following requirements are essential, unless marked with a \* when they are desirable, and will be assessed from a combination of information provided from the application form and interview process.

## Education and qualifications

- NVQ Level 3 or equivalent

## Skills and experience

- Good organising and time management skills
- Good communication skills
- An understanding of dementia
- An understanding of the needs of people with dementia and their carers \*
- Experience of working with statutory and voluntary agencies \*
- Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act \*
- Experience of record keeping and report writing
- An understanding of the need for client confidentiality

## Personal attributes / qualities

- Able to assess and evaluate client need
- Able to represent the needs of the organisation and clients externally
- Able to travel independently within the service area \*
- Empathy
- Non-judgemental communication
- Commitment to and understanding of equal opportunities
- Understanding of the inclusion agenda and its relevance within a diverse society

## Criminal Records Check

This post may be subject to a satisfactory criminal records disclosure from the Disclosure and Barring Service (DBS). For Northern Ireland this post may be subject to a satisfactory criminal records disclosure from Access NI. For further information on the Society's criminal records check policy email [recruitment@alzheimers.org.uk](mailto:recruitment@alzheimers.org.uk)