

## JOB DESCRIPTION

<b>Job title:</b>	Dementia Adviser (DA)
<b>Reporting to:</b>	Nominated Locality Manager
<b>Responsible for:</b>	N/A
<b>Work hours:</b>	21 – 28 hours per week
<b>Salary:</b>	£ 13.11, rising to £13.64 per hour on completion of training and probationary period (Pay rise pending)
<b>Locations:</b>	Throughout Oxfordshire particularly in the Wantage, Chipping Norton and Bicester Areas

### ABOUT US:

Dementia Oxfordshire (DOX) is a service provided by Age UK Oxfordshire (AUKO). DOX provides vital support for people living with dementia, their families and carers. We want more people to know and understand the impact and value of this work.

Over the last two years we have significantly grown our reputation within the dementia support community in Oxfordshire, and we now aspire to develop awareness and understanding of both dementia and our service more widely in the county, and to promote our approach and success beyond the county boundaries.

### OUR VALUES:

Our values are important to us and describe how we aspire to work with both our service users and our work colleagues.

- Caring
- Listening & amplifying people's voices
- Enabling & empowering
- Passionate for better
- Collaborative



Caring



Listening &  
amplifying people's  
voices



Enabling &  
empowering



Passionate for  
better



Collaborative

## **JOB PURPOSE:**

Dementia Advisers (DAs) support people with a diagnosis of dementia, their carers and families. As a DA you'll take a holistic approach to support, encouraging person-centred care and providing timely and accurate information and advice. DAs signpost and refer to the right support at the right time across a wide range of services. By enabling clients to access support that they and their family need you will play a vital role in enabling them to live as well as possible for as long as possible in their own homes and remain active in the community.

DAs are primarily home-based; you'll be taking referrals within a geographical area and from GP surgeries. As a self-motivated initiative taker, you'll need to be largely self-managing, happy to work alone. In particular, you need to be comfortable working with clients and carers face-to-face via video conferencing, telephone and also visiting clients in their own homes. You will have the freedom to manage your own caseload, working within the service framework and under the guidance of a Locality Manager and the Head of Service.

A DA supports clients, their families and carers by:

- Enabling them to plan ahead so as to enable choice, independence and control
- Enabling them to plan financially and legally in order to express their wishes for future welfare
- Ensuring they have accurate and accessible information to help them make informed choices
- Taking a holistic approach which considers how a client's physical, mental and social needs overlap
- Working with clients and families to develop a person-centred support plan that respects individual choice and lifestyle.
- Liaising with professionals as required to provide advice on health, legal matters, benefits, travel, safety and activities

**MAIN DUTIES:**

1. Support clients through face-to-face meetings, telephone support and attending client group meetings
2. Utilising a guided conversation approach help clients identify the most appropriate source of information and support and enable them to engage with activities, groups and other community programmes.
3. Understand the wide range of dementia diagnoses and symptoms; and identify appropriate coping strategies for carers and families. Provide information and support that helps clients stay connected in their communities and continue to lead meaningful lives, whilst living at home safely and securely.
4. Be a named contact for clients in caseload, offering a single point of contact on matters relating to the dementia diagnosis. Respond promptly to any client enquiry and be responsible for reviewing case load.
5. Responsible for recording and monitoring all work in a timely and accurate manner, ensuring client confidentiality and supporting the production of progress reports and evaluation of the service.
6. Be an active member of the wider team Dementia Adviser team, providing peer support, sharing good practice and new approaches, and assisting in identifying gaps in the service and taking steps to address them.
7. Build networks in a locality, attending events and meetings to help raise awareness about Dementia and developing relationships with the organisations delivering relevant services in their area.
8. Make an identified contribution to a workstream, through leading on a workstream for the service or their locality team and/or contributing to a working group supporting a workstream. (Workstreams are identified in the service tender documents and may be varied by agreement with commissioners)
9. When a Dedicated Support Worker is available work closely with them to best support clients
10. Additionally:
  - Work in accordance with Age UK Oxfordshire policies and procedures.
  - Take a pro-active approach to personal learning and development.
  - Attend team meetings, Age UK Oxfordshire staff meetings and other line management and training activities as appropriate.
  - To promote positive attitudes in the local community by raising awareness of Dementia
11. DAs may also be asked to conduct other duties relevant to the role or in support of Age UK Oxfordshire including supporting volunteers and fund-raising activities.

## Person Specification

**Job Title: Dementia Adviser**

**Department: Dementia Support Service**

<b>Specification</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<u>Qualifications/ Education/ Training:</u>	Good general standard of education.	Training in dementia and / or dementia care. NVQ Level 3 or equivalent related to dementia issues
<u>Relevant experience:</u>	Experience of supporting people in a caring or cared for role, preferably those living with dementia.  Good listening and problem-solving skills, familiar with using a guided conversation approach to develop an understanding of client needs	Experience of advice work.  Experience of working with volunteers  Experience of facilitating groups.  Experience of working with both statutory and voluntary organisations.
<u>Relevant knowledge/skills:</u>	Working knowledge of dementia, including diagnosis, treatment and management, and related issues.  A good understanding of the issues facing carers.  Knowledge of the benefits and services available to people with dementia and carers, and the policy issues affecting their rights.  Excellent communication and negotiation skills  Good record keeping skills  Good IT skills, familiar with Microsoft Office and Outlook	Knowledge of broad mental health issues.  Good administration skills.  Excellent group facilitation skills.  Strong case management skills.  Research and investigative skills.  Familiar with safeguarding legislation and good practice
<u>Personal Attributes</u>	The ability to self-manage, working to a service framework and making use of peer support.	Strong personal administration and an organised way of working

	<p>An ability to assess and evaluate client needs, able to get to the heart of the issue.</p> <p>The ability to work alone and based from home, engaging with the community services that can support clients.</p> <p>The ability to manage emotional and stressful situations, and maintain a positive work life balance</p> <p>Able to engage with and support the wider team supporting those living with dementia.</p>	
<u>Workstreams</u>	<p>A willingness to take on additional duties to support service development</p>	<p>Fund raising experience</p> <p>Experience of supporting social media platforms and websites</p> <p>Experience delivering education and awareness sessions</p>
<u>Additional requirements:</u>	<p>Access to a car is essential</p> <p>Reliable access to broad band during working hours is essential</p> <p>This post requires the DBS Enhanced Check.</p> <p>Willing and able to attend meetings, training events, and Dementia Oxfordshire events across Oxfordshire in person</p>	

Last reviewed: March 2024