

# Dementia Adviser

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

## Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

## Together we are help and hope for everyone living with dementia.

# Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



### Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



### Trusted expert

We're listening, we're learning and we use experience and evidence.



### Better together

We're open, we combine our strengths and we achieve more together.



### Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

# Dementia Adviser

## Position in the Organisation

Reports to the Local Service Manager.

## Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

The role will provide a person-centred and outcomes focused information, advice and support service to people affected by dementia and memory loss symptoms, to identify their needs and the services they may wish to access, support the improvement of their sense of wellbeing, putting them in more control of their lives. A Dementia Adviser may need to work with a variety of other professionals, such as GP's, memory clinic staff and other health and social care partners, and support may be provided in person, over the telephone, via virtual options or in writing. We aim to reach people affected by dementia from all communities and support their needs within their own community.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

## Key Accountabilities and Responsibilities

- Using a person-centred approach, assess service users' needs so they can access information in their preferred style and format, promoting control, choice and diversity of need, referring and signposting to appropriate services or organisations ensuring this is in line with Society quality standards and professional boundaries and achieves the agreed outcomes.
- Seek advice, information and liaise with other teams and services within the Alzheimer's Society such as Alzheimer's Society website, factsheets and other publications, our internal knowledge hub and enquiries service and own experience or research to support people affected by dementia.
- Maintain and effectively manage a caseload, providing support plans to people affected by dementia that enable them to adapt to changes they may experience and provide appropriate support based on their changing needs.
- To provide structured on-going support and follow up reviews or keeping in touch calls tailored to the person affected by dementia needs as required.
- Responsible for ensuring all service user case data is recorded concisely and accurately in the right systems, compliant with internal and any external standards and any key performance indicators, so it provides a consistent record of the individuals support and allows other staff to work with the person affected by dementia at any time.
- Contribute to ensuring local information on our services and external organisations, is up to date and available to people affected by dementia and is recorded and updated

as changes are identified in line with the Society's policies and processes on compliance and information governance.

- To develop networks with relevant external professionals and partner organisations who also work in the field of dementia, memory loss, and other health and social care organisations, with the aim of promoting control and empowering individuals to make informed choices.
- Identify and promote opportunities in which people with or affected by dementia can become involved. Not limited to, but likely to include taking part in research, tell their story, share their views and opinions, support recruitment or help shape services etc. • Actively promote our services across all communities; particularly considering marginalised communities to encourage people affected by dementia to feel included and able to access our services, recognising and ensuring any barriers accessing are actively minimised, providing a welcoming, person-centred service.
- Proactively support an inclusive and welcoming working environment, where all colleagues and volunteers and people we support feel able to be themselves.
- Participate in evaluation processes both internally and externally as part of any service agreements to help demonstrate the effectiveness and impact of the service planning any necessary adjustments using evidence-based information. • Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of internal and external standards.
- Ensure that the protection of people affected by dementia is paramount, recognising potential safeguarding concerns, and confidently referring to the Safeguarding Team and outside agencies if appropriate.
- Responsible for sharing best practice with colleagues and taking part in peer support and team case discussions.
- As required, manage and provide ongoing support and development to volunteers who are part of service delivery in line with Society policies and procedures, including regular and meaningful supervision, recognition, and engagement.\*\*
- Where applicable, organise and facilitate the successful and safe provision of services delivered in a group setting, these may be for people with dementia and/or their carer.\*\*
- To undertake any other duties or projects commensurate with the nature and grade of this post as required to meet the service specification/contracted service requirements. \*\* These may not be required in all services; your manager will advise if these are applicable.

## We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Build close working relationships with other colleagues within the Services Team and across the Operations Directorate.
- Build working relationship with external colleagues, within integrated or partnership systems, if required.
- Be responsible for role managing volunteers as required.

- Be responsible and accountable for the delivery of high-quality information, advice and support, including emotional support, across a range of areas. This will empower people affected by dementia to live well with their condition and meet agreed outcomes.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia
- 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.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- 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.

## Person Specification and Selection Criteria

| Skills & Knowledge  | Essential (E) or Desirable (D) | Application (A) or Interview (I) |
|---|--------------------------------|----------------------------------|
| An understanding of the needs of people with dementia and their carers.   | D                              | A/I                              |
| Good IT skills including updating Patient/Customer databases, MS Word, MS Outlook, video calling and familiarity with web browsing. | E                              | A/I                              |
| Experience of working with statutory and voluntary agencies.  | D                              | A/I                              |
| Experience of record keeping and writing reports.   | E                              | A/I                              |
| An understanding of the need for client confidentiality.  | E                              | A/I                              |
| Experience of managing volunteers.  | D                              | A/I                              |
| Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act.  | D                              | A/I                              |
| Able to reflect on difficult situations with colleagues and resilient in managing own stress.                                       | E                              | A/I                              |
| Takes an active role in the wider organisation, role modelling the values and team spirit.  | E                              | A/I                              |
| Able to assess and evaluate client need.  | E                              | A/I                              |

| Competencies & Personal Attributes   | Essential (E) or Desirable (D) | Application (A) or Interview (I) |
|--|--------------------------------|----------------------------------|
| Excellent communication skills, both verbal and written.   | E                              | A/I                              |
| Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work. | E                              | A/I                              |
| Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business.              | E                              | A/I                              |
| Able to represent the needs of the organisation and clients externally.  | E                              | A/I                              |
| Excellent organisational and timekeeping skills.   | E                              | A/I                              |

|  |   |     |
|--|---|-----|
| Excellent attention to detail.   | E | A/I |
| Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves. | E | A/I |
| Able to travel independently within the service area   | E | A/I |
| Commitment to and understanding of equal opportunities.  | E | A/I |

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)

# Our benefits



## Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



## Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



## Family & Dependents

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependents leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



## Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



## Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave