

Dementia Adviser (Telephone) 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 (Telephone)

Position in the Organisation

Reports to the Dementia Support Line Team Leader.

Member of the Dementia Support line team

Works closely with dementia support staff based in the community and colleagues within the Dementia Support and Partnerships Directorate

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.

To be the first point of telephone or written contact for people affected by dementia who need support from Alzheimer's Society, assessing their needs and identifying desired outcomes.

To provide highly responsive, individualised and empathic information, advice, support and signposting/referral service to people affected by dementia and memory loss symptoms and their immediate carers, families and friends.

To work as part of a team across the operating hours of the service, including weekend and evening work as part of a rota.

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

- 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.
- Responsible for using own initiative/sensitivity to find the best way to assess user needs and desired outcomes informed by society resources, processes, training, and guidance.
- Uses own initiative and sensitivity to find the best way to present and explain information to each enquirer.
- Is aware at all times of the impact information or advice provided by the Society can have on the physical, psychological, and emotional wellbeing of service users.
- Responsible for applying an agreed framework, knowledge, and judgement to assess whether the service user needs referral for further support external or internal to the Society.
- Responsible for ensuring that all advice and support is given following the remit of Society timescales, policies, procedures, and practices.
- Responsible for the management of volunteers.

- Be the first point of contact for service users into the Dementia support line, providing a welcoming service and ensuring that people are responded to in a way which best suits their needs.
- On receipt of referrals from the NHS/other agencies and self-referrals, ensure that outbound calls are made to service users within prescribed timeframes and quality standards.
- Provide information and support, including emotional support, and work with the service user to achieve agreed outcomes through contact by phone, email, letter, video telephony, web chat and social media within established timescales.
- Explain health, legal, financial, social or care issues to service users in a way that each service user can best understand.
- Treat all enquirers with dignity and respect, regardless of the approach taken by the enquirer.
- Accurately assess service user needs and identify relevant person-centred outcomes and co-develop an agreed set of actions with the service user.
- Ensure that information and signposting/referral is provided in the individual's preferred style and format, so that the service provided responds fully and effectively, promotes control and choice, and meets a wide range and diversity of need.
- Signpost/refer service users in a non-directive manner to the appropriate support where required, including external to the Society services, based on Society approved information sources.
- Be responsible for referring service users to our community-based dementia support staff, based on the service transfer criteria, and schedule keeping in touch calls to be undertaken by local services, where available.
- Create and maintain accurate service user records on the call logging/case recording system, including the collection of informed consent to receive services and relevant demographics data.
- To seek and record service user feedback to understand whether needs are being met, and to plan any necessary adjustments to agreed actions.
- Capture and record service user feedback in ways that align with the Society's approach to service evaluation.
- Deal with 'high risk' calls according to the Society's escalation procedure for serious issues including safeguarding incidents and situations that require emergency services.
- Ensure all calls and provision of information, advice and support are dealt with in line with the Society quality standards and professional boundaries.
- Ensure that the protection of people living with dementia is paramount through recognising potential safeguarding issues and urgent care needs and being able to confidently advise and refer to outside agencies if appropriate.
- Lead, manage and provide ongoing support to volunteers who are part of service delivery in line with the Society's policies and procedures, including regular and timely supervision whether this be in a group or individual setting.
- Respond appropriately to queries from external stakeholders including health and social care, agencies by phone or email.
- Ensure complaints or concerns are recognised and dealt with according to the Society's complaints procedure.

- Identify own needs for support and development needs including emotional support and use the available resources as needed.
- Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act, Information Governance and Caldicott Principles.
- Identify those interested in being part of the service user feedback groups. Provide referrals to activities which enable service users to influence and have their say in the Society's work.
- Ensure knowledge is maintained to provide up to date information to service users and information updated as required.

We are looking for someone who can...

- 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)
Experience in a telephony-based service specialising in advice and support using active listening and questioning skills whilst working effectively to ensure the maximum number of people can be responded to each day.	D	A/I
A broad understanding of relevant legislation, social policy, welfare rights, health and social care issues that affect people living with dementia.	D	A/I
Experience of taking a person-centred approach and working towards service user outcomes.	E	A/I
Experience of providing advice and/or support to people affected by dementia or a willingness and ability to undertake self-directed learning in all aspects of dementia	D	A/I
An understanding of how dementia affects people and the needs of people with dementia and their carers.	D	A/I
Able to assess and evaluate client need, using a non-judgemental, non-directive and empathetic approach.	D	A/I
Able to manage and support challenging and emotional situations.	E	A/I
Able to demonstrate an understanding of the need for service user confidentiality.	E	A/I
Able to lead and manage volunteers.	D	A/I
Good working knowledge of Microsoft Outlook and Word and strong keyboard and typing skills, together with experience of using an electronic client record system.	D	A/I
Ability to make written records whilst on the phone – ‘talk and type.’	D	A/I
Good organisation and time management skills.	E	A/I
Experience of working with statutory and voluntary agencies.	D	A/I
Able to demonstrate commitment to equality and inclusion within all aspects of work with service users, colleagues and volunteers.	E	A/I
Able to work flexibly according to the needs of the business	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 which will allow you to have open jargon-free conversations with the people living with dementia.	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
Be a self-starter and incredibly motivated.	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

Our benefits



Financial Security

- Group Personal Pensions 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
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

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



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working