

# Lasting Power of Attorney and Continuing Healthcare Service Coordinator 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.

# Lasting Power of Attorney and Continuing Healthcare Service Coordinator

## Position in the Organisation

Reports to the Volunteer Enabled Service Manager.  
Member of our Universal Services team.  
Part of our 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.

Key role in supporting people affected by dementia to access the Lasting Powers of Attorney (LPA) Digital Assistance Service and NHS Continuing Healthcare Appeals Volunteer Support Service.

Provides high-quality information and support to ensure the delivery and maintenance of the LPA Digital Assistance Service and NHS CHC Support Group.

Co-ordinates, manages and delivers access to both services, providing core support to the Volunteer Enabled Service Manager and volunteers to enable effective delivery of both services.

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

- Daily service delivery
- Consult with the Dementia Support Line to manage enquiries and contact service users from waiting lists.
- Develop and maintain relationships with NHS CHC Support Volunteer Group service and users to ensure timely access to the necessary information to support appeals.
- Deliver and maintain a person-centred approach with service users, being aware of the impact information and advice may have.
- Manage the regular monitoring and coordination of the LPA Digital Assistance Service waiting list.
- Monitor and coordinate the NHS CHC Appeals Volunteer Support Service waiting list and appointments.
- Coordinate and maintain appeals record for the NHS CHC Support Group.
- Provide support for LPA Digital Assistance volunteers on technical issues related to service delivery.

- Plan, organise and oversee the LPA Digital Assistance service appointments when volunteers are unable to attend.
- Consult with volunteers about any changes to process or governance.
- Contribute to the training of volunteers with regards to IT applications.
- Support the LPA/CHC Officer with ongoing volunteer development.
- Plan, organise and oversee the consent process for NHS CHC Support Group.
- Undertake management of information according to agreed quality standards including Information Governance and Data Protection Act/GDPR.
- Support the strategic and operational management of policies related to both services.
- Point of contact for safeguarding issues as they arise to be flagged to the line manager.
- Undertake monthly reporting duties for both services.
- Contribute to the annual evaluation of both services.

## 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.

## Values and Behaviours

Alzheimer's Society has a value based behavioural framework which brings our values to life in everything we do. The framework is applied across the full employment (and volunteering) life cycle. This includes individual objectives, appraisals, performance management, reward and

recognition and personal and professional development. You will be given a full copy of the framework, if appointed, as part of your induction.

For this role the key value-based behaviours you will need to evidence in your application, and which will be assessed during the recruitment process are:

Empathise: Able to stand in other people's shoes and consider the impact of actions

Excel: strive to be an expert in your field of work.

Learn: share knowledge and skills to develop others and support learning

Enable: playing a part in creating a working environment where people can achieve their goals

Empower: gives appropriate control, authority or resources to others to achieve shared aims

## Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Confident speaking to people by phone who are dealing with difficult, often very emotional issues.	E	A/I
Able to handle sensitive and confidential information in line with the Society's rules and policies.	E	A/I
Experience working within a service for vulnerable or disabled people.	D	A/I
Experience in recording and analysing information from telephone conversations and accurately summarising this complex information in writing.	E	A/I
Excellent IT and data entry skills, recording information accurately in a number of different formats.	E	A/I
Able to work effectively under pressure.	E	A/I
Some knowledge of the NHS Continuing Healthcare framework and/or Lasting Powers of Attorney.	D	A/I
Diligence and strict adherence to defined principles particularly when handling personal information.	E	A/I
Flexible approach and ability to use own initiative when presenting information to enquirers.	E	A/I
Take responsibility for their own development by proactively seeking opportunities for learning and development.	E	A/I
Aware of own limitations and willing to ask for support when required.	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 purposeful 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
Excellent organisational and timekeeping skills.	E	A/I

Excellent attention to detail.	E	A/I
Be a collaborator, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be an initiative-taker 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](mailto: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