

Determined to make a difference: for people affected by dementia

Can you lead the change?

Community Support Worker





Alzheimer's
Society

Community Support Worker

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.

We are looking for someone who will provide one to one support for people with dementia in their own homes and in the 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

- Responsible for the delivery of a consistent quality and compliant support service
- To visit the homes of people with dementia to provide encouragement and support in their home or local community to engage in activities of interest as agreed in the service user's support plan.
- To support people with dementia to make informed choices on how they spend their time within the agreed support plan and to encourage people with dementia to maintain independence, autonomy and cognitive abilities for as long as possible.
- To plan all agreed activities in detail with the person with young onset dementia, and carers and family where appropriate, ensuring that service users have the necessary equipment and resources to undertake the planned activities.
- When undertaking activities to ensure risks are managed as agreed in the service users individual risk assessments.
- To work with the manager and local team to contribute to the review of service users support plans and risk assessments and to implement an exit strategy including signposting and facilitating access to more appropriate services for those service user's the service can no longer support as agreed by the manager.
- To work in partnership with the Dementia Adviser for Young Onset Dementia and Young Onset Service to manage referrals and support for service users.
- To maintain accurate, up to date service user records including support plans and recording sheets in line with Society policy and procedures.

- To report to the manager any concerns for a service users' safety and/or wellbeing and any changes in relation to service user needs and risks.
- To work with the manager and local team to develop a proactive approach to reaching those who may not otherwise access our services.
- To work with the manager and local team to develop networks with partner organisations across health and social care, with the aim of empowering individuals to make informed choices.
- To assist in raising awareness about dementia and the way it affects families and individuals, and to participate in local events relevant to the service.
- To seek and record service user feedback about the service to understand whether needs are being met, and work with the manager to plan and implement any necessary adjustments.
- To undertake any other duties or projects commensurate with the nature and grade of this post 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.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- 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 be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
A knowledge of dementia	E	A/I
An understanding of the needs of people with dementia, specifically young onset dementia, and their carers	D	A/I
Good organisation and time management skills	E	A/I
Good communication and listening skills	E	A/I
An understanding of a person-centred approach and its impact on service delivery	E	A/I
An understanding of the need for service user confidentiality	E	A/I
Experience in a care or support environment	E	A/I
Experience providing one to one support to vulnerable people	D	A/I
Knowledge of relevant legislation including Mental Capacity Act	E	A/I
Experience of working with statutory and voluntary agencies	D	A/I
Experience of record keeping and report writing	E	A/I
Experience of and able to use IT, including Microsoft Office	E	A/I
Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Able to work and travel independently within the service area	E	A/I
Use of own car to travel in the area	D	A/I
Able to work on own initiative	E	A/I
Able to work flexible hours	E	A/I
Empathy	E	A/I
Non-judgemental communication	E	A/I
Understanding of equality, diversity and inclusion and its relevance within a diverse society	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



Health & Wellbeing

- 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

- 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



Family & D Work Life Balance

- Time off work for fertility treatment
- Time off work to support those transitioning
- Enhanced maternity and adoption leave
- Enhanced paternity leave
- Compassionate time off work and bereavement leave
- Time off work for dependants

- Minimum 27 days annual leave (pro rata'd according to start date) plus bank holidays (rising to 30 days in your second year of service with the Society)
- Career breaks
- Flexible working



Personal De Recognition

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications and memberships
- Career progression pathways

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

