



Job Information Pack

Dementia Support Worker

October 2009

Dementia Support Worker - Information Pack

Dear Applicant

Dementia Support Worker

Thank you for your interest in the above position with Alzheimer's Society. Please find enclosed an information pack as requested.

We ask you to fill in your application carefully, giving all relevant information and in particular, setting out the ways in which you meet the competencies outlined in the job description. You should provide clear and concise examples of a time when you have had to use the necessary skills.

The application should be typed or completed in black ink. The panel will be considering the presentation of your application during the selection process.

Your completed application should be returned to us by **12 noon 6 November**. Late applications will not be accepted.

Interviews will be held on 15 November 2009.

Please send your completed application form to:

Tracie Jennings
Branch Manager
Alzheimers Society
Hull and East Riding Branch
The Pavilion
536 Hall Road
HU6 9BS

Or e-mail: alzheimers@alzheimershull.karoo.co.uk

CV's will not be accepted.

Yours faithfully

**Tracie Jennings
Branch Manager**

Dementia Support Worker - Information Pack

Information for Candidates

Alzheimer's and Dementia

Alzheimer's Society is concerned with all forms of dementia, of which Alzheimer's is the most common. Structural and chemical changes in the brain are responsible for the devastating effects of dementia which include deterioration of memory, confusion over time and place, changes in personality and behaviour together with the loss of everyday skills such as driving or telling the time and, as the condition progresses, the ability to wash or dress or even recognise friends.

More than 700,000 people in the UK have some form of dementia - one in 20 of those aged 65 or more and one in five of the over 80s. As the population ages we expect this figure to rise and demand for specific services to grow.

Alzheimer's Society

Alzheimer's Society is the leading national care and research charity for people with all forms of dementia, their families and carers. We offer support, give information and advice, run day care and home care services, campaign for adequate benefits, proper assessment and high quality care and we fund research into the causes and possible treatments for dementia.

The Society delivers its services through a combination of national and local activity and last year provided help to over 100,000 people.

Alzheimer's Society is made up of approximately 240 local branch operations, varying in size from £10k to £600k pa, supported by a central office based in London. We employ approximately 1,800 staff and benefit from the time and commitment of up to 5,000 volunteers covering a range of duties from direct care to finance. The Society has grown to this size in under 30 years, and is still ambitious. The challenge is to build on its successes, to actively pursue its growth and develop services across the country, whilst at the same time improving governance arrangements and the management of risk.

Fit for the Future

The Society is undergoing a formal consultation process with some staff in relation to a proposed restructure. The post for which you are applying could potentially be at risk of redundancy should the proposal go ahead.

Dementia Support Worker - Information Pack

Job Description

Job Title: Dementia Support Worker
Job Family: Information and Support

Main purpose of job:

This job combines the provision of information and support to people with dementia and their carers with the facilitation and running of support groups and the co-ordination of dementia café(s) and the planning, promotion and delivery of structured information programmes. All elements contribute to supporting people with dementia and their carers to maintain their independence, improve their health and well-being and put them in control of their lives.

Position in the organisation:

Reports to the Branch Manager

Scope of job:

The job involves dedicated members of staff giving support, information and guidance to a person with dementia or their carers and wider family or friends, whether in the client's own home, at branch offices or at other locations, individually and/or in a group environment. The guidance may include signposting and providing referrals to other services. The support groups are for a specific type of client, for example groups for people with dementia or those for carers only.

Dementia Cafes run to provide information and support in an informal setting. Dementia Cafes are also known as Alzheimer's Café using the Bier Meisen philosophy. A program of arranged speakers and professionals is incorporated in the Dementia Cafe philosophy to educate and inform people on issues relating to dementia. Refreshments are offered and usually time is given to peer support for people with dementia and their carers.

Information programmes provide a structured set of information about living with dementia, including practical options. The content may vary, but usually includes information about the types of dementia, legal issues, benefits and emotions issues. External speakers may be invited to present on specific topics. It is usual for the programme to run over six weeks on a weekly basis, but other formats may be used.

Duties and responsibilities will be split accordingly:

- 50% - Dementia Support Worker
- 20% - Support Group Facilitator
- 20% - Information Programme Facilitator
- 10% - Dementia Café Co-ordinator

Dementia Support Worker - Information Pack

Dimensions and limits of authority:

- Responsible and accountable for the delivery of a high quality support services, including facilitation of support groups, information programmes and dementia cafés
- Responsible for liaising with relevant statutory and voluntary organisations in the area in relation to this service
- Responsible for representing the needs of people with dementia and their carers at local events.
- Responsible for managing the service related expenditure
- Responsible for the co-ordination of service related staff, external facilitators and volunteers

Duties and key responsibilities – Dementia Support Worker (50%):

1. To manage referrals, assisting clients in assessing their information and support needs.
2. To maintain and manage a caseload of clients who have dementia or are affected by dementia from appropriate geographical locations. Information and support may be by phone, email, letter, or face to face, at the client's home or other appropriate location.
3. To provide information regarding services and benefits available and, where appropriate, assist clients in accessing them.
4. When appropriate, to signpost clients to a choice of suitable other sources of help.
5. To offer clients printed information, and send within established timescales.
6. To maintain accurate, up to date client support plans and client contact records.
7. To develop a proactive approach in reaching people with dementia and carers who may not otherwise access our services.
8. To develop networks with partner organisations who also work in the field of dementia, mental health, disabilities, and benefits and income advice, including Primary and Secondary care, Social Care and Health, and Welfare Benefit agencies, with the aim of empowering individuals to make informed choices.
9. Where necessary to liaise, seek advice and information from other parts of the organisation to ensure information provided is accurate and up to date and based on accumulated knowledge including; Alzheimer's Society fact sheets; Dembase, trusted websites; the Dementia Catalogue and own experience or research.
10. To assist in the identification of other areas of need and service development for people affected by dementia and work with other organisations, statutory, voluntary and independent to identify need and to help maximise the availability of local resources.
11. To assist in raising public awareness about dementia and the way it affects families and individuals, and to participate in local events such as conferences.

Dementia Support Worker - Information Pack

12. To seek and record client feedback to understand whether needs are being met, and to plan any necessary adjustments.
13. To have an exit strategy for people with dementia and their carers, signposting them to other, more appropriate services.
14. To work as part of an information and support team, providing cover for colleagues at agreed times or in unforeseen circumstances, as appropriate.

Support Group Facilitator (20%):

1. To establish and facilitate the group.
2. To be receptive to the views and opinions of the group in the development of the service.
3. To assist the group members to understand the purpose and benefit of the group, and its ground rules.
4. To ensure that group members feel at ease, and that all are able to participate equally, as they wish.
5. To ensure that the group meeting place remains safe and secure and that group sessions work within their time allocation.
6. To support the group through potential conflict areas and work with group members to resolve conflict.
7. If appropriate, to plan a programme based on members' views and needs.
8. To seek and record member feedback at every session to understand whether needs are being met, and to plan any necessary adjustments.
9. Where appropriate to work with volunteers to support the group, ensuring that they have clarity about their roles.
10. To prepare written feedback for line manager on both individual and group needs with the aim of improving the group and the experience of people attending.
11. To have an exit strategy for people with dementia and their carers and signpost to other, more appropriate services.
12. To ensure that the event is appropriately organised, arrangements communicated and that the relevant risk assessments have been completed.

Information Programme Facilitator (20%):

1. To establish the extent of the need for information programmes, and the required frequency of the programmes
2. To seek the views and identify the learning needs of participants, and to design a series of information sessions appropriately.
3. To publicise and promote the information programme.
4. To be responsible for arranging speakers and facilitators, as appropriate
5. To be responsible for the effective delivery of the programme.

Dementia Support Worker - Information Pack

6. To seek and record participant feedback at every session to understand whether needs are being met, and to plan any necessary adjustments.
7. Where appropriate, to work with volunteers to support the programme, ensuring that they have clarity about their roles.
8. To prepare written feedback for line manager on both individual and group needs with the aim of improving the outcomes of the information programme.
9. To ensure that the event is appropriately organised, arrangements communicated and that the relevant risk assessments have been completed.

Dementia Café Facilitator (10%):

1. To have a full understanding of the philosophy of the Alzheimer's / Dementia café and be able to communicate this effectively to service users, staff, volunteers and other agents.
2. To ensure the café operates in accordance with Bier Meissen and / or Society's service standards and good practice guidance.
3. To lead the steering group to organise the café, evaluating informally cafés and making necessary changes.
4. To publicise and promote the café widely.
5. To ensure information leaflets available at the café and the opportunity for attendees to talk to professionals.
6. Where agreed, to ensure transport is available for those who require it to attend.
7. To be responsible for the venue and catering arrangements for each event.
8. To be responsible for arranging speakers and entertainment according to the philosophy of the café.
9. To take referrals from various sources for the café and write formal invitation to attend to each known potential attendee.
10. To have an introduction to the café to ensure new members are supported to engage in the café.
11. To be receptive to the views and opinions of Café attendees in the development of the service.
12. To evaluate and report the outcomes of the café.
13. To have an exit strategy for people with dementia and their carers and signpost to other, more appropriate services.
14. To ensure that the event is appropriately organised, arrangements communicated and that the relevant risk assessments have been completed.

Additional responsibilities:

1. To adhere to all the Society's service standards, policies and procedures.
2. To comply with the data protection regulations, ensuring that information on clients remains confidential.

Dementia Support Worker - Information Pack

3. To be responsible for personal learning and development, and of those managed by this post, where appropriate, and to support the learning and development of others and the whole organisation.
4. To work collaboratively with fundraising and media and campaigns teams, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
5. To work in a manner that facilitates inclusion, particularly of people with dementia
6. 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.
7. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
8. To 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.
9. Where appropriate, to recruit, induct and support volunteers
10. To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the designated line manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Dementia Support Worker - Information Pack

Person specification – Support Worker / Group Facilitator / Café Co-ordinator

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

Education and qualifications	Application	Interview
NVQ Level 3 or equivalent	✓	
A qualification in facilitation skills *	✓	

Skills and experience	Application	Interview
Good organising and time management skills	✓	✓
Good communication skills	✓	✓
Good group facilitation skills	✓	✓
An understanding of dementia		✓
An understanding of the needs of people with dementia and their carers		✓
An understanding of the philosophy of Alzheimer's Cafés		✓
Experience of working with statutory and voluntary agencies	✓	✓
Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act*	✓	
Experience of conflict resolution	✓	✓
An understanding of how groups work and their value	✓	✓
An understanding of collaborative working *		✓
Experience of record keeping and report writing	✓	✓
Experience of co-ordinating volunteers	✓	
Experience of designing and delivering training/education modules.	✓	✓
An understanding of the need for client confidentiality		✓

Dementia Support Worker - Information Pack

Personal attributes / qualities	Application	Interview
Able to assess and evaluate client need		✓
Able to represent the needs of the organisation and clients externally	✓	✓
Able to travel independently within the service area *	✓	
Empathy		✓
Non judgemental communication		✓
Commitment to and understanding of equal opportunities		✓
Understanding of the inclusion agenda and its relevance within a diverse society		✓

Dementia Support Worker - Information Pack

Job Application Guidelines

Alzheimer's Society aims to be an equal opportunities employer. We aim to treat every applicant fairly. The information you provide in your application form is the only information we will use in deciding whether or not you will be invited for interview, so it is important that you complete it with care. To help you, please follow these guidelines.

1. Please complete all sections of the form.
2. Please complete the application form in black ink, as it will be photocopied. Do not stick or glue paper to the back of the form – it gets caught in the photocopier. Please add a separate piece of paper instead.
3. After reading the person specification and job description, think carefully about your application and consider to what extent you have the skills and experience necessary to meet the requirements of the post.
4. Your last and present post allows you the opportunity to tell us about the work you are doing or have done in the past. Be as brief as you can, and use the personal statement at the back of the form to describe in more depth your skills, knowledge and experience relevant to the job.
5. Under the section 'Education, qualifications and training' you are asked to state your qualifications or name a course that you attended. We do not need a full account of your education since your junior school days. It is sufficient to state that you have a specific number of 'A' levels and GCSEs unless you are asked for a specific qualification on the person specification, such as GCSE English. You should mention qualifications or training relevant to the post you are applying for.
6. The personal statement is an important part of the application form and should be used to tell us how you meet the person specification. Always remember to specify your responsibilities rather than those of your section or department. Remember to explain how your current or previous experiences relate to the job you are applying for.
7. Please ensure that your completed application form is returned by **12 noon** on the closing date stated on the advertisement. Do not attach any other documentation apart from the equal opportunity monitoring form. Any attachments, such as CVs, references or photocopies of your qualifications, will be disregarded and will not be seen by the selection panel.
8. In order to make good use of the charity's money, your application will not be acknowledged unless you enclose a stamped addressed postcard or similar, nor will you hear from us unless you are selected to attend for interview.

Information for Candidates

Terms and Conditions of Employment

Outlined below are some of the main terms and conditions of employment relevant to all employees of the Society.

1. Probation

All posts are subject to a probationary period of 12 weeks unless otherwise stated on the letter of appointment. During this probationary period, either party may give the other one-week's notice in writing to terminate the employment. After successful completion of the probationary period, the notice stated on your contract of employment will apply.

2. Annual Leave

The holiday year runs from 1 April to 31 March. In each holiday year, in addition to bank and statutory holidays, the holiday entitlement in the first full year will be 25 days, scaled down according to start date. This then increases in line with service as follows: During the first full leave year and up to 2 leave years 25 days, third leave year 26 days, fourth leave year 27 days, fifth leave year 30 days. Holiday will be calculated on a pro-rata basis for part-time workers.

3. Pension Scheme

The Society currently operates a Group Personal pension scheme. All employees under the age of 75, may join the scheme on completion of the probationary period. Employees may contribute a percentage of their salary to the scheme, and the Society will double the employee's contribution up to 8% of the employees' gross salary. This will mean that a 1% employee contribution will attain a 2% contribution from the Society and a 4% contribution will attain the maximum 8% from the Society. Alzheimer's Society will not pay into a personal pension scheme. .

4. Salary Payment

All new employees are placed on a grade based on the Society's salary scheme, which is normally reviewed in April of each year.

The commencing salary is as stated in the letter of appointment. Salaries are paid in arrears on the 25th of each calendar month, by direct credit transfer into a bank or building society account. (If the 25th falls at a weekend, payment is made on the working day immediately prior to the 25th)

Dementia Support Worker - Information Pack

5. Sick Leave

The Society operates an occupational sick pay scheme that is based on length of service with the Society.

6. Retirement Age

The Society's normal retirement age is 65. However, staff may be employed who are over the age of 65.

Any applicant aged 65 and over who is successful in obtaining a position with the Society should be aware that as a result of the Employment Equality (Age) Regulations 2006 they will now have the statutory right to claim unfair dismissal. They will now also be entitled to a statutory redundancy payment if they are made redundant. In addition, they also have the right to claim statutory sick pay for up to 28 weeks if they are absent to work due to sickness.

7. No Smoking

The Society operates a no smoking policy.

8. CRB

This post is subject to a satisfactory disclosure from the Criminal Records Bureau. Further information on the Society's CRB policy can be found on www.alzheimers.org.uk and type "CRB" in the search box