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| Stockton-on-Tees Borough Council | JOB DESCRIPTION |
| **Directorate: Adults and Health** | Service Area: Adult Services |
| **JOB TITLE: Dementia Advisor** |
| **GRADE: F** |
| **REPORTING TO: Livewell Dementia Hub Co-ordinator** |
| **1.** | **JOB SUMMARY:**To provide a highly responsive information and signposting service for people with a diagnosed or undiagnosed dementia, their carers and other key people. The Dementia Advisor will provide specialist information about dementia and will be responsible for helping people to plan for the future, maximise self-management and reduce social isolation.The Dementia Advisor will play a key role in increasing awareness and understanding of dementia across Stockton-On-Tees and will work in partnership with a range of organisations to enable people affected by dementia to live as well as possible for as long as possible. |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | To provide specialist information about dementia and strategies for dealing with common challenges experienced by those living with the condition. |
|  | 2. | To support people to identify and access individuals and local support services that can help a person to achieve their goals. |
|  | 3. | To help people plan for the future as appropriate through the use of resources such as Lasting Power of Attorney, My Future Wellbeing, All About Me and the Herbert Protocol. |
|  | 4. | To have an understanding of key welfare and benefit entitlements and social care procedures and refer people onto specialist services for further information when required.  |
|  | 5. | To provide information and support prior to and during the diagnostic process including information about how to get a diagnosis, the benefits and what the process involves. |
|  | 6 | To offer structured support (from an initial appointments to follow up appointments as required) for a time limited period and to work in a manner that promotes independence, self-management, wellbeing and choice. |
|  | 7 | To offer information to carers to support them in their role as a carer and ensure they are aware of how to access support in their own right. |
|  | 8 | To respond flexibly to people’s different needs and ensure that information is provided in the individuals preferred style, format and location. Where necessary working in partnership with other organisations, to ensure that the service responds effectively to a wide range of needs. |
|  | 9 | To support increased awareness and understanding of dementia (among people affected by dementia, professionals and the wider community) through the delivery of awareness sessions, events and information stalls. |
|  | 10 | To keep up to date with local and national resources on dementia and share the information as appropriate with service users, carers, members of the public and professionals.  |
|  | 11 | To contribute to a database of local information, contacts and support services. |
|  | 12 | To work closely with the Livewell Dementia Hub and partner organisations to develop good working relationships and deliver a holistic service for people with dementia and their carers. |
|  | 13 | To take part in meetings, events and other local projects as required. |
|  | 14 | To record, monitor and evaluate the effectiveness of the Dementia Advisor Service in Stockton-On-Tees using the Care Director System. To seek and record service users feedback to understand whether needs are being met, and to plan any necessary adjustments.  |
|  | 15 | To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.  |
|  | 16 | To adhere to all the Council’s service standards, policies and procedures. To comply with the data protection regulations, ensuring that information on clients remains confidential.  |
|  | 17 | To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.  |
|  | 18 | To undertake any other duties or projects commensurate with the nature and grade of this post as required. 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. |
|  | 19 | To comply with the lone working procedure and actively work with the Hub Coordinator to identify and reduce risks from lone working in the community |
|  | 20 | To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.  |
| **3.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.  |

**Job Description dated 5th July 2017**



**PERSON SPECIFICATION**

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| Job Title/Grade | **Dementia Advisor** | **F** |
| Directorate / Service Area | **Adults and Health**  | **Adult Services** |
| Post Ref:  | **34218**  |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | * NVQ Level 3 in health and social care or equivalent
* Sound general education
* Evidence of continuing professional development
 | * Professional qualifications in Dementia / Dementia Care
* Dementia Champion status
 | Application form |
| Experience | * Experience of working in adult social care
* Experience of working directly with people with dementia or cognitive impairment
* Experience of providing information and guidance to people living with dementia and their carers
 | * Experience of lone working
 | Application / Interview |
| Knowledge & Skills | * An understanding of dementia the common issues affecting people with dementia and carers
* An understanding of the needs of people with dementia and their carers
* Knowledge of local agencies / support services
* Good IT skills including MS Word, MS Outlook and familiarity with using the internet
* Able to travel independently within the service area
* Good organising and time management skills with an ability to prioritise workloads
* Good communication skills
* Ability to present information and write reports
* Ability to work autonomously
 | * Practical knowledge of using Care Director
* Knowledge and experience of regulations, legislation and practices relevant to dementia services
* Experience of working in a multi-agency environment
* An understanding of key welfare and benefit entitlements and social care procedures
 | Application / Interview |
| Specific behaviours relevant to the post | * Demonstrate the Council’s Behaviours which underpin the Culture Statement.
* Able to assess and evaluate client need.
* Able to represent the needs of the organisation and clients externally
* Empathy and an ability to support people who may be upset or distressed
* Non-judgemental communication
* Commitment to and understanding of equal opportunities
* Good understanding of Equality and Diversity issues
* Understanding of monitoring processes
 |  | Application / Interview |
| Other requirements |  |  |  |

**Person Specification dated 5th July 2017**

**Conditions of Service**

**General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

**Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours’ scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

**Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

**Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

**Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

**Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

**Probation**

New entrants to Local Government will be required to complete a six month probationary period.

**Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

**Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

**Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

**Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted.  If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.