



Job Description

Carer Support Worker (Dementia) and Memory Navigator

Ref: CSWD19

- Job Title:** Carer Support Worker (Dementia) and Memory Navigator
- Job Purpose:** To support carers of someone with dementia or memory loss and people living with memory loss or dementia
- To act as Memory Navigator for Central Bedfordshire, a source of information and contact point for services for people with dementia and their carers in the locality
- Job Context:** Carers in Bedfordshire is a registered charity that is governed by carers, for carers. Its work is to ensure carers care while maintaining their health and wellbeing, and are properly valued and supported by the government and the community. Carers in Bedfordshire recognise that caring and illness/disability affects the whole family and offers some services to people with care needs as well as individuals providing care, in order to improve family wellbeing.
- Reports to:** Dementia Lead
- Key relationships:** Carers Café Organiser
Carers Rest Organiser
Locality Leads and support staff
Dementia Lead and Dementia support colleagues
Seconded Dementia Nurse Specialist
Volunteer Coordinator
Staff working for or volunteering for partner organisations, especially the Alzheimer's Society
Volunteers, especially Memory Navigators
- Grade/Salary:** Grade 3; starting salary £20,516 FTE (pro rata for part time hours)
- Hours:** 28 hours a week preferred; applications will be considered for applicants wishing to work a minimum of 21 hours a week; weekend working will occasionally be required; evening working may be required
- Location:** CIB's Bedford office; the role will require working at Carers in Bedfordshire's other offices and attendance at other venues to attend CiB activities and meetings
- Working from Home/using remote access to work:**
- Your entitlement is:
- You may work from home on an occasional basis by agreement with your Lead
- In adverse weather and/or exceptional circumstances and/or extreme situations you may work from home by arrangement with your lead.
- Duties and responsibilities:**
- Identify, assess needs and provide support to carers of people living with dementia or memory loss. This will include but not be limited to conducting preliminary assessments, supply of

information, attending Carers Cafes/Gateways, facilitating/delivering group activities, provision of emotional and practical support and signposting/referral to other agencies and organisations as well as colleagues within *Carers in Bedfordshire*

- Signpost and provide information to people living with dementia or memory loss and carers so they can access statutory, public and other voluntary services within Bedfordshire as appropriate to their needs.
- Act as a memory navigator for Central Bedfordshire, helping people to navigate and access appropriate services, ensuring that they are able to make contact with the right person for help
- Stay up to date on local services available for people living with dementia and their carers, including attending relevant meetings, visiting services, liaising with Alzheimer's Society staff and volunteers, etc.
- Promote the Memory Navigation Service to people living with memory loss or dementia and carers through colleagues and professional contacts
- Work collaboratively with other agencies supporting people living with dementia and carers to signpost to a seamless pathway through relevant services
- Ensure that information and signposting is provided in each individual's preferred style and format, working where necessary with other organisations
- Deliver and develop Cognitive Stimulation Therapy (CST) interventions in collaboration with colleagues, attending training and clinical supervision as required
- Contributing to the development of an evolving data collection of local information and contacts and experiences
- Respond to and support people contacting the Navigation Service, ensuring information is up to date and relevant
- Support volunteers to deliver timely, appropriate support through the Navigation service and Dementia Befriending Service
- Work with other support workers and provide expertise in issues pertaining to dementia and memory loss when needed
- Recruit, place and support volunteers delivering the dementia befriending service, identify carers who will benefit from this service, and maintain records
- Work closely with colleague Adult Carer Support Worker (Dementia) and Memory Navigators, Dementia Lead and Volunteer Co-ordinator to recruit and maintain a pool of volunteers with the appropriate skills, experience and attributes
- Keep careful and confidential records of all work completed and ongoing for people living with dementia and memory loss and carers, ensuring continuity of services for them in your absence.
- Collect data and monitor and evaluate activities to ensure outcomes are achieved, and documented
- Ensure expenditure is maintained within budgetary constraints
- Represent Carers in Bedfordshire and act as a local ambassador for people with memory loss or dementia and carers
- Support outreach and awareness raising work, for example in Dementia Awareness and Carers Week
- Keep up to date with changes in legislation and local services which may affect the lives of carers and/or impact our service

Other responsibilities

- Ensure personal information is collected, stored, and managed appropriately ensuring confidentiality of information as appropriate
- Ensure central information systems are up-to-date including shared and personal calendars and the client database
- Adhere to Carers in Bedfordshire's standards, policies and procedures
- Participate in training and other organisational briefings and activities and maintain an up to date knowledge of carers' needs and Carers in Bedfordshire's services
- Attend regular supervision sessions and staff/team meetings

- Undertake such personal training as may be required to keep up to date and fulfil professional requirements
- To work in a manner that facilitates inclusion, particularly of people with dementia and from hard-to reach groups.
- Have a collaborative and flexible approach to work
- Some evening and weekend working is expected as part of your normal designated hours, and occasional nights away from home may be required

Additional Duties:

This job description is not exhaustive and services to highlight the main requirements of the post holder. It is the very nature of the work that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by your job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with your regular type of work.

Responsibility:

You will be responsible to the Dementia Lead and, ultimately, to the Board of Directors.



Person Specification

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	Essential Criteria	Desirable Criteria
1. Qualifications	<p>Educational qualifications to 'A' level or equivalent level or equivalent professional experience, for example in health, social care and/or working with families affected by dementia or memory loss</p> <p>G.C.S.E or equivalent English Language and Mathematics</p>	<p>Degree level qualification or specialist qualification in a relevant subject</p>
2. Relevant Experience and knowledge	<p>Experience in an advice, information or support role in a voluntary, social work, health or similar setting</p> <p>Knowledge of, and experience working with people living with dementia and/or memory loss and carers</p> <p>Understanding of and sensitivity to the needs and difficulties faced by carers and families affected by a caring role</p> <p>Experience of working with vulnerable people and understanding of their needs</p> <p>Experience of working with volunteers and their role in delivering services</p> <p>Demonstrable ability to apply safeguarding knowledge in practice</p> <p>Experience of supporting and nurturing support groups, outreach services or activities and/or events for clients</p> <p>Knowledge of the legal implications of working with vulnerable people including confidentiality, health and safety, mental capacity and data protection</p> <p>IT literacy: good level of competence with Outlook, Excel, Word and PowerPoint</p> <p>Familiarity with Carers Rights and relevant legislation pertaining to Carers issues</p> <p>Experience working with people from diverse and/or difficult backgrounds</p>	<p>Experience working in a commissioned not-for-profit environment</p> <p>Level 2 Adult Safeguarding</p> <p>Experience delivering Cognitive Stimulation Therapy (CST) interventions</p>

<p>3. Skills, Abilities and Qualities</p>	<p>Effective and sensitive communication and advocacy skills in writing and verbally, to clients, stakeholders and colleagues</p> <p>Ability to work effectively without constant supervision and as part of a team</p> <p>Ability to work in partnership with a range of agencies and organisations</p> <p>The skills and resilience occasionally to cope with distressing situations.</p> <p>Effective time management and prioritizing skills</p> <p>Demonstrates client focus</p> <p>Effective in collecting and sharing data and record keeping</p> <p>A commitment to equal opportunities and a sensitivity to the needs of adults and families from diverse backgrounds</p> <p>Willingness to adapt practice continually in response to experience</p> <p>Good general health</p> <p>Proven reliability, friendliness, enthusiasm, professional demeanour and sense of humour</p>	
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This role is subject to an Enhanced DBS check.