

Job Description

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | Dementia Carers Wellbeing Coordinator | | |
|  |  | | |
| **Grade:** | Salary Scale 6  £23,956.23 (FTE)  £15,058.20 for 22 hours | | |
|  |  | | |
| **Immediate Supervisor:** | Community Outreach Manager | | |
|  |  | | |
| **Immediate reports:** | Volunteers for the service | | |
|  |  | | |
| **Hours of Duty:**  **Location:**  **Staff Benefits:** | 22hours per week in accordance with service requirement.  Rochdale  25 Days Annual Leave, rising with extended service to 32 days per year, plus statutory bank holidays pro rata  Auto-enrolment Pension scheme with 3% contribution from the organisation  Within reason, we offer Hybrid and Flexible working arrangements to help balance work and personal commitments.  We offer ongoing training and development opportunities  We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme. | | |
|  |  | | |
| **Any Special Conditions of Service:** | All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives.  All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential.  This role is subject to an Enhanced with Barring List Disclosure and Barring Service (DBS) Check. A previous conviction does not necessarily preclude employment.  If you require further information or support regarding criminal record disclosures, please visit [www.nacro.org.uk](http://www.nacro.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk)  To support this we embrace our values of:  Open – We reach out to anyone who needs us.  Together – We are stronger in partnerships.  Responsive – We listen, we act.  Independent – We speak out fearlessly.  Unstoppable – We never give up. | | |
|  | |  |

The Dementia Service empowers and supports individuals and families from all backgrounds living across the Rochdale Borough. The project aims to increase access to appropriate services and provide support at the right time, working towards tailoring dementia care services to ethnically diverse Communities.

The Dementia Carers Wellbeing Coordinator will work with carers, families, external agencies (including health, social services and other voluntary sector providers). They will provide advice, and improved access to information, guidance and support to carers and families, with a specific focus on Diverse Communities and groups who tend not to engage in mainstream services, during the pre and post diagnostic process.

The service will offer a person-centred approach to carers and family members, helping them to focus on their own mental health and well-being, and enhance their independence, so they are able to identify their own needs, gain a greater level of independence and access appropriate services, thus managing their caring role more effectively and with less detriment to their own mental health

The Dementia Carers Wellbeing Coordinator will work in partnership with carers and organisations to review and identify challenges and barriers to accessing/providing support. Identify and implement appropriate models/methods of support and good practice to promote and facilitate improved quality of life for carers of people living with dementia

Summary of Main Duties and Objectives of the Job:

1. Seeking and accepting referrals for Carers and families who have a family member with presenting symptoms of dementia or have a diagnosis of dementia, and need help with accessing services/organisations that can provide the type of support required.
2. Develop a proactive approach in reaching Carer’s who may not be aware of the Dementia Service, or may be regarded as “Hidden Carers”.
3. Working with carers and family members to assess their individual needs, support them in accessing relevant information using appropriate methods of communication, and in community languages if required, within an established timescale.
4. Maintain accurate, up to date client support plans and client records.
5. Work with Carers and/or family members to establish an exit strategy and where appropriate signposting them to other, more appropriate services.
6. Take responsibility for liaising with relevant statutory and voluntary services, providing a wrap-around service for carers and/or family members to ensure they are able to access a clear pathway of services in meeting their needs.
7. Develop networks with partner organisations who also work in the field of dementia, mental health, disabilities, benefits and income advice, including Primary and Secondary care, Adult Social Care and Health and Welfare Organisations, with the aim of empowering individuals to make informed choices.
8. Take responsibility for representing the needs of people with dementia and their carers via drop-in sessions, attendance at local forums, events and conferences.
9. Identify areas of need and service development for carers, to maximise the availability of local resources and to facilitate access to services.
10. Work with the Dementia and Engagement Lead Wellbeing Coordinator at Rochdale and District Mind and partner organisations in raising awareness of Dementia, the impact it has on individuals, carers and/or families and the support available in the Borough.
11. Provide strategies and explore educational pathways to increase the knowledge and understanding of carers and/or families around dementia.
12. Work with the Dementia and Engagement Lead Wellbeing Coordinator at Rochdale and District Mind to provide advocacy support for families and/or carers, ensuring a quality holistic service is provided.
13. Work in partnership with local and partner agencies, including professionals and groups to develop creative access for the BAME community, which is culturally appropriate and provides sensitive support options they can access.
14. Create, develop and facilitate a platform for dementia carers and/or families, so that they have a voice and feed into decision making policies, procedures and pathways, which have an impact in shaping services within the borough.

Responsibilities:

1. To work as part of an information and support team, focusing on carers and/or families living with or supporting people living with a diagnosis of dementia, particularly those from diverse community groups. Also to act as a link worker to promote and facilitate improved quality of life for carers and/or families.
2. To manage a caseload and carry out ongoing assessments, reviews and evaluations, in order to determine appropriate support in promoting and facilitating an improved quality of life for carers and/or families.
3. To provide information, advice and support service for carers during the pre- and post-diagnosis process, assisting and supporting them to understand and come to terms with the diagnosis, using different forms of communication, and in community languages.
4. To enable carers to be more informed and plan their own support pathway, including assisting and/or signposting individuals who choose to pursue self-directed support.
5. To utilise a health promotion type approach to promote a greater awareness and understanding of dementia as an umbrella term in order to improve and support access to services for carers/families.
6. To ensure that information provided is accurate, culturally sensitive, up to date, and tailored to the needs of the individual.
7. To liaise and collaborate with other professionals in health and social care settings, involved in providing dementia and care services.
8. Facilitate the establishment and delivery of support groups/social groups for carers and families. These may include short term educational groups, mixed groups and social groups.
9. To record and monitor all work undertaken, including production of performance indicators, work plans and evaluation reports as required.
10. To keep and maintain accurate, up to date case files for all service users in accordance with GDPR and Rochdale and District Mind policies.
11. Be responsible for own safety and welfare in accordance with the Health and Safety Policies of the organisation for service users and volunteers, under the direction of  your line manager.
12. To undertake training and other learning opportunities as required and take a shared responsibility for personal development.
13. To work within our policies and procedures for maintaining safeguarding principles whilst working with service users, volunteers and staff, with support from your line manager and the Designated Safeguarding Lead.
14. To maintain an up to date personal development plan and to regularly meet with line manager for supervisions, appraisals and reviews as necessary
15. To undertake any duties and responsibilities of an equivalent nature, as may be determined by the CEO from time to time in agreement with the post holder and after consultation.

General principles for all Mind staff:

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.
2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind’s objectives and policies in the delivery of all its services.

These responsibilities are subject to annual review and may need to be adjusted in line with service developments.

|  |  |  |  |
| --- | --- | --- | --- |
| Prepared by | Moya O’Hagan | Date | 05/09/2024 |