

JOB DESCRIPTION

Job title	Dementia Carer Advice & Information Officer
Report to	Carer Services Manager
Hours of work	Full Time – 37.5 hours per week Monday to Friday Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
Salary	£20,500 per annum
Location	Age Concern Birmingham 76-78 Boldmere Road, Sutton Coldfield. B73 5TJ
Contract type	Permanent

Job Purpose
<p>To be a key member of the Carers' Hub team, by providing specialist information, support and advice to carers of people with dementia. Engaging in the registration and assessment of carers of people with dementia to identify unmet need and improve knowledge, skills and life opportunities around well-being, access to training, education and employment.</p> <p>To be part of a streamlined pathway for carers of people with dementia across health and social care</p>

Essential Duties/Responsibilities:
<ol style="list-style-type: none"> 1. To act as first point of contact with the aim of identifying carers of people with dementia and registering new carers by entering personal details onto the electronic database in compliance with confidentiality, data protection and other relevant regulations 2. To provide statutory carer assessments to registered carers of people with dementia, following the agreed model of a comprehensive conversational assessment with specialist dementia assessment in the home environment or another venue 3. To identify unmet needs with the carer during their assessment and where appropriate to recommend a wellbeing payment to meet an agreed need and to obtain ID proofs in line with our Know Your Customer process 4. To provide ongoing support to carers of people with dementia, linking with other services and groups 5. To support carers of people with dementia through quarterly support groups 6. To support carers to access the Neighbourhood Networks Scheme and develop stronger links and referral pathways with GPs and other health stakeholders. 7. To update existing customer information and carry out regular reviews of carers and to update action plans agreed with the carer 8. To work closely with partners and initiatives such as Ageing Better, PCNs and social prescribing, bereavement and pre-bereavement support, dementia carer support groups, dementia carer navigator service, memory assessment clinics and dementia carer training providers 9. To support carers of people with dementia to access assistive technologies 10. To handle telephone enquiries and provide the appropriate information using the available resources. Ensuring that the carers' needs are identified and met, by giving the

relevant information and advice and/or literature; and/or by referring to appropriate outside agencies

11. To route calls to the appropriate contact teams, identifying and escalating safeguarding and other priority issues
12. To signpost carers to useful sources of help and support, in relation to caring roles, dementia awareness and carer resilience, including training and online training, welfare entitlement, yoga programmes, mindfulness and breaks away
13. To assist the completion and the processing of applications such as welfare benefit applications
14. Proactively make contact with registered carers as and when required and/or referred by other agencies such as social workers and health professionals
15. Undertake carer and dementia awareness raising and promotional activities, including outreach events
16. Ensure that all cases, one off queries and contact with clients are recorded on the Advice and Information database system on a daily basis.
17. Research, collate and organise relevant material for the Information Service, continually updating publications and maintaining an information library within the Carers Hub that can also be shared with partners of Forward Carers and with colleagues within Age Concern Birmingham.
18. Undertake any necessary administrative tasks conducive to the day to day running of the Carers' Hub and Information Service.
19. Produce Carer Hub statistical information on an ongoing basis to be submitted monthly.
20. Always maintain strict confidentiality relating to the affairs of carers and any related matters.
21. To personally keep up with current legislation and guidelines regarding carers' entitlements to ensure accurate and appropriate information is passed to dementia carers and to undertake ongoing training courses as identified, including distance learning where identified.
22. Comply with Health and Safety arrangements within all places of work and to act in accordance with the Carers Hub and Safety Policy and Procedures

Relationship Management

- To work as an integral part of the Forward Carers consortium [FC].
- To work alongside partners within FC to signpost on to partner organisations with the aim of coordinating support and additional services to carers
- To liaise with professionals from other organisations and to foster relationships with them conducive to the wellbeing of FC

Skills & Qualifications:

Professional Competes:

- Skills, knowledge and experience in advice provision to carers and a relevant qualification in dementia care
- Detailed knowledge of wellbeing issues, benefits and services affecting carers of people with dementia
- A good understanding of the needs and requirements of carers
- Ability to maintain substantial, detailed information systems including case file management
- Good skills with information systems include advice and information database systems.
- Ability to relate to, communicate and empathise with people from all different kinds of backgrounds and cultures

- Excellent understanding of team working relating to both inside and outside the organisation
- Excellent Customer Service skills with the ability to be completely patient and understanding

Special Conditions:

- Disclosure and Barring Service (DBS) check will be undertaken for this role.
- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

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Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<p>Knowledge, Skills and Abilities:</p> <ol style="list-style-type: none"> 1. Knowledge and understanding of services, benefits and issues affecting carers 2. Detailed knowledge and experience of services, benefits and issues affecting carers of people with dementia 3. Experience of undertaking assessments with carers 4. Good listening and communication skills with individuals of all backgrounds 5. Able to work positively with people experiencing distress, isolation, challenging behaviour and personal strain 6. Able to organise and facilitate support groups 7. Empathy and insight when working with carers 8. Good IT skills, including word processing, databases and internet 9. An organised, methodical and analytic approach to workload 10. A good understanding and knowledge of diversity & equality issues 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
<p>Experience:</p> <ol style="list-style-type: none"> 11. Experience of working in an environment supporting people with dementia 12. Experience of working in an environment supporting carers of people with dementia 13. Experience of working with a wide variety of people from different backgrounds, in both public and professional settings 14. Experience of working in an information and/or research background 15. Experience of accessing and providing a wide range of information 16. Experience of keeping confidential records [computerised and manual] and an understanding of what confidentiality means 17. Experience of working in a customer focused environment 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
<p>Education and Qualifications:</p> <ol style="list-style-type: none"> 18. A qualification in dementia care 19. Good overall standard of education 20. Evidence of job related learning & development 21. Willingness to continue professional development 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	
<p>Personal Characteristics:</p> <ol style="list-style-type: none"> 22. A willingness to work alongside other colleagues and agencies in a mutually supportive way, to improve services to carers 23. An overall ability to respond to the specified requirements of the individual with empathy and understanding 24. A willingness to keep updated on issues relating to carers and to attend relevant training as necessary 25. Empathetic and non-judgemental approach 	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	

