

# Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and a darker green. The bands are separated by thin white lines.

**Dementia Hub Team Leader**

## This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

### About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.3m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with around 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has a cohort of 70 volunteers.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

## How to apply

Please email us at [workforus@ageuksutton.org.uk](mailto:workforus@ageuksutton.org.uk) to apply, submitting a CV and supporting statement which will give you the opportunity to show how you meet the person specification. **Please note that CVs without a supporting statement will not be considered.**

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte, Business Support Manager:

[charlotte.growns@ageuksutton.org.uk](mailto:charlotte.growns@ageuksutton.org.uk)  
07577 130549

**Closing date for applications: Wednesday 9<sup>th</sup> April**

**Interview date: Thursday 18<sup>th</sup> April**

If you cannot attend this interview date, please let us know when you submit your application. If we invite you to interview, we will always do our best to find a suitable alternative date.

## The Role:

# Dementia Hub Team Leader

Full time 37.5 hours per week, £29,500 - £31,190 (dependent on experience)

12-month contract (subject to extension of funding with the potential to become permanent)

Responsible to: Community Services Director

Based at: Community based work predominately at the Memory Assessment Service within the SWLStG Older Peoples Mental Health team and Age UK Sutton offices at 1 Carshalton Road, Sutton SM1 4LE. Occasional work across the Sutton borough, with some working from home.

Occasional weekend and out of hours working may be required

### Role overview

The Dementia Support service is commissioned by London Borough of Sutton in partnership with the South West London Integrated Care Board, and clients must have a Sutton GP and/or a Sutton postcode to access the service. The service is free to access for those who meet the eligibility criteria. The clients must have a diagnosis of dementia or be a carer of someone diagnosed with dementia.

The Dementia Hub has been formed from key learning and insight gathered through a year-long pilot period of delivery and the first joint Health & Social Care Dementia Strategy commissioned in Sutton.

The Dementia Hub is a “**Single Point of Access**” service for any person based in Sutton who is experiencing cognition decline symptoms, is diagnosed and living with Dementia and their informal care givers (usually friends and family).

The Dementia Hub is delivered by Age UK Sutton in partnership with Sutton’s Admiral Nurse service. As a single point of access **referrals will be made directly by the clients**, and **third party referrals from professionals** including directly from healthcare professionals working within the Memory Assessment Service.

The **Dementia Sub-Hub is a physical space** and function working from the South West London & St George’s Older People’s clinic in North Cheam. The function will initially be available **Monday – Wednesday** to enable **collaborative working with professionals**, to meet with clients, and to offer a **Drop-In** service for those who require information and signposting support.

The role of the Dementia Hub Team Leader will to be a **professional key contact, to triage all new referrals**, offer information and signposting and allocate cases to Age UK Sutton Dementia Advisers, Admiral Nurses and to other community based services as suitable, including our partner Sutton Carer’s Centre – who deliver the Carer Peer Support element of the Dementia Support Service.

Additionally, the Dementia Hub team will work closely with the Community Support Information and Advice team in order that referrals for specialist information and support about dementia can be triaged in a timely manner. The Dementia Hub's advice team will also work with the Information and Advice team to ensure clients have access to regulated information and advice around rights and entitlements to Welfare and Disability Benefits and Concessions, Housing, and Health and Care Support advice, along with practical resources and signposting.

**The Dementia Hub's service's key aims are:**

- Offer a Central and Single Point of Support in the borough for people who seek specialist and general advice and information about dementia to enable them to manage their diagnosis and access local support more effectively throughout their dementia journey;
- Enable People with Dementia and their carers, family, friends or unpaid carers, to live well and to maintain their independence for as long as possible;
- Services acknowledge 'me' (as someone with and or caring for someone with dementia) as an expert through experience and the services keep me informed and tell me when things change;
- Provide a timely, person centred service for people affected by dementia from the point of diagnosis, by improving the range and quality of care to support people with dementia and their carers;
- To help individuals and their carers avoid crisis, where possible, through timely engagement, support and utilisation of community-based services;
- Provide opportunities for people with dementia and carers to benefit from peer support delivered in the community;
- Ensure people with dementia and their carers are given the opportunity to plan ahead at the right time to support the future, helping to ensure that their wishes can be respected should they be less able to express these in future;
- Enable carers to stay well whilst looking after those that they are caring for;
- Support the development of the dementia strategy over the next 12 months and to identify opportunities for improving the current dementia pathway taking into account the lived experience of people with dementia and their carers.

**The purpose of the Dementia Hub Team Leader role is to:**

- To be a **team leader with direct line management responsibility** for five (part-time) Dementia Advisers and service volunteers, providing supervision, cohesion and support for the team and the processes to deliver this service effectively;
- To provide a seamless service that offers **timely access to information** and support from diagnosis and throughout the dementia journey, internally referring clients to appropriate levels of support by implementing a robust triage procedure, including introduction, exploration of the persons situation and needs, understanding the individuals **"What**

**Matters to Me”** and **allocating to the correct services** for further advice and support;

- Provide a consistent point of contact at any stage of the dementia journey, providing information and support at the time it is needed thereby providing people with the right care, at the right place and at the right time;
- Work closely with the Memory Assessment Service to ensure clients and professionals are aware of the service, and to provide an easy route into the Dementia Hub;
- To provide opportunities for peer support in order to reduce isolation, increase social inclusion, and to inform, educate and provide strategies for those living with dementia and their carers, with a focus on maintaining wider physical and mental wellbeing;
- Provide outreach into other health and care providers and the community to ensure the service is known and referral pathways into the service are maximised;
- Work with people affected by dementia in a person-centred, outcome focussed way providing and coordinating a range of practical and emotional support to improve their independence, safety and wellbeing at home;
- Provide generic information about dementia as well as information specific to the person's needs and stage in their dementia journey;
- Provide a point of contact to help reduce risk of crisis and need for hospital admission and enable people to stay well, safe and independent at home for longer or for those who have had a hospital stay and been discharged back to their home;
- Be responsible for a staff team who manage caseloads of active and inactive clients;
- Use knowledge of local services and community resources, to provide onward referral and signposting to community services that can support independent living, or to be cared for at home for as long as possible. Enable clients to access support from a variety of organisations to support their longer-term wellbeing and recovery;
- Raise awareness and understanding of dementia to encourage early diagnosis and of how people can access interventions to help their situation;
- To contribute to co-production activity to support the development of both the carers and dementia strategy alongside service specific recommendations.

The service has a number of contractual KPIs for which this role is responsible to deliver. These KPIs are reviewed quarterly and annually to reflect the demands of the service.

## Main duties and responsibilities (role profile)

### Team Leader responsibilities & Co-ordination of Dementia Hub

#### Work with Team & Patients/Clients

- Line management of Dementia Advisers (5 x 0.6 staff), including day to day support and supervision, check-in's and point of contact for escalation of concerns
- Using a person-centred approach, assess the clients' needs using Age UK Sutton's assessment procedures, in order that the client can access and understand information provided in a way that meets their needs
- Triage new clients referred into or identified for the service, ensuring that eligibility criteria are met for onward referrals
- Provide reassurance and ensure clients feel listened to at every point of contact
- Use internal and external sources of information in order to provide professional, validated sources of information and support
- Based on information from the client and professionals, ensure the individualised Dementia support compliments statutory health and social care support
- Provide information and complete onward referral and signposting for longer term support to be provided by Dementia Advisers
- To provide structured on-going support, check in reviews and follow up reviews tailored to the person affected by dementia needs as required

#### Work with health and social care staff

- Build relationships with health and social care professionals, particularly those in key roles as identified, being clear on the service offer and boundaries of this
- Liaise with health and social care services and professionals in the community to ensure client needs are met and any potential harm is reduced
- Work from the AUKS office space and within the Memory Assessment clinic to be the first point of contact for those on receipt of a diagnosis of dementia (Warm transfer)
- Work with the Age UK Sutton Community Support team, or the Home from Hospital team, to ensure those that self-refer or are referred internally to the Age UK Sutton Dementia Hub point of access are given timely information and support
- Liaise with current and potential referrers as needed with the aim of promoting control and empowering individuals to make informed choices.
- Proactively liaise with the rest of the Dementia team to ensure caseload is being shared well, even allocations
- Ensure all local information about services and support is up to date to ensure effective outward referral and signposting

#### Risk Assessment and Safeguarding

- Consider potential risks and follow internal processes if risks are identified whilst planning client support
- Ensure that safeguarding best practice is followed at all times
- Ensure internal Lone Working practices are followed

**Recording and Reporting**

- Carry out skilled record keeping ensuring continuity and safety of care, inputting timely, professional and accurate data into Age UK Sutton's CRM, ensuring a consistent record of clients supported
- Capture all outcomes as required
- Contribute to the monitoring and evaluation of the service as required, ensuring that service delivery meets the specified KPI's
- Record client feedback and encourage all clients to complete a user evaluation survey to monitor feedback
- Facilitate collection of feedback from professionals
- Produce service user case studies and ensure best practice is shared widely

**Service Marketing, Engagement and Promotion**

- Promote the service to relevant professionals
- Utilising local resources, ensure the service is marketed within all communities to ensure the service is accessed by individuals from all communities in the borough
- Work with Age UK Sutton's management team to market and promote the service, including identifying opportunities for increasing referrals within local hospitals

**Professional Development and Other Activities:**

- Provide cross-cover for other members of the dementia team (to include the peer support service) as needed
- Attend staff meetings, supervision, training and development meetings as required.
- Ensure all mandatory training is completed and repeated at agreed intervals.
- Participate in learning and development opportunities and take responsibility to identify your own learning needs as well as positively engaging with your manager in conversation around these.
- Proactively support service delivery across the organisation.
- Participate at Age UK Sutton events including occasional weekend and evening activity.
- Work within all Age UK Sutton's policies and procedures including Equality and Diversity, Health & Safety, Confidentiality, Consent, Data Security, Lone Working and Safeguarding.
- Undertake other general duties as may be deemed necessary by Age UK Sutton that are consistent with the level of the post and scope of the work, in a timely and effective manner.



## Person Specification

	Skills/experience
<b>Delivery of Service/Team Leader duties</b>	<ul style="list-style-type: none"> <li>• Experience of working in a health or social care service (this could include within a Voluntary, Community and Social Enterprise (VCSE) organisation)</li> <li>• Understanding of the needs of people with dementia and their carers</li> <li>• Experience working with older people and/or other vulnerable groups</li> <li>• Experience of team leader/ line management or direct formal supervision, evaluation and appraisal of paid staff and volunteers</li> <li>• Experience of managing volunteers</li> <li>• Proven track record of working on own initiative, monitoring and meeting targets, and problem solving where required</li> <li>• Ability to support colleagues in managing emotionally charged and challenging situations with clients/customers</li> <li>• Experience of developing and delivering a client / customer journey to ensure effective, efficient service provision</li> <li>• Evidence of building relationships with other organisations</li> <li>• Ability to listen with empathy whilst asking questions to get to what is important and relevant</li> <li>• Effective at problem-solving and implementing solutions</li> <li>• Excellent people skills, able to adapt and communicate effectively with a range of stakeholders to meet aims and influence outcomes</li> <li>• Proactive and methodical in approach. Compliant with policies and procedures</li> <li>• Excellent attention to detail</li> <li>• Flexible, with excellent time management skills</li> <li>• Experience of working with data to monitor outcomes, data analysis, project evaluation and report writing</li> <li>• Experience of working as part of a team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insight</li> <li>• Understanding of safeguarding and confidentiality good practice</li> </ul>
<b>Recording and reporting</b>	<ul style="list-style-type: none"> <li>• Experience of recording case notes</li> <li>• Able to work to targets</li> <li>• Confident in learning and using new electronic systems</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Support for the aims and values of Age UK Sutton</li> <li>• Excellent communication skills</li> <li>• A team player</li> <li>• Good IT skills</li> <li>• As part of this role you will need to be able to access different parts of the Borough, although a drivers licence is not a requirement</li> </ul>