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## JOB DESCRIPTION

## Job Title: Memory Loss Adviser - Memory Loss Advice Service (MLAS)

**Location:** Trafford

**Working Hours:** 32hrs p/wk Mon to Fri

**Report To:** Service Development Manager

**Contract Period:** Permanent

**Salary:**  £26,599 per annum (£29,093 per annum pro-rata 32 hours pw)

Job Purpose

Ensure people with a diagnosis of dementia and their carers, are provided with advice, information, advocacy, emotional and practical support, using a person-centred approach.

Create and maintain good professional relationships with service users, their family, carers, and other stakeholders.

# Primary Duties & Areas of Responsibility

* Support the Memory Loss Advise service (MLAS), with the acceptance and management of referrals from Trafford Memory Assessment Team, (MATS).
* Maintain individual caseload and support people with dementia, their family, or carers, in accessing services and resources, which are available or required to meet their needs.
* Undertake home visits and attend network meetings, as required.
* Support people with dementia to develop practical strategies and implement plans to help them live well with their diagnosis, and enable them to remain independent, active members of their community.
* Collaborate closely with other care provision partners in the statutory and voluntary sector to ensure that a multi-disciplinary assessment and holistic response to people with dementia’s needs is made.
* Maintain good communication and develop effective working relationships with service users, and encourage independence and motivation of service users, and not foster dependent behaviour.
* Organise and facilitate support groups, informal support networks, social activities, and information events for people with dementia and their and carers.
* Support the completion of benefits checks, Lasting Power of Attorney, Advance Care Plans, Attendance Allowance, and other appropriate paperwork for people with dementia as appropriate.
* Collaborate with other provision partners in the statutory and voluntary sector to ensure a holistic response to the needs of people with dementia.
* Undertake an annual review of their condition and facilitate an information exchange and/or referral with their GP or memory assessment and treatment service, where appropriate.
* Increase awareness of the condition and the needs of people with dementia amongst statutory and voluntary organisations in Trafford.
* Enable people with dementia, their family, and carers to be involved in any appropriate research opportunities.
* Contribute and provide content for the service newsletter and our social media activities.
* Maintain accurate records and prepare written reports, as required.
* Capture service user satisfaction and maintain regular feedback to develop and meet the needs and aspirations of user’s and the organisation.

# General tasks

* Work sensitively with people, their families, and carers.
* Work with your Line Manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
* Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.
* Work with your Line Manager to access regular ‘supervision’, to enable you to deal effectively with your role.
* Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
* Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

**PERSON SPECIFICATION**

Dementia Advisor

# Essential Desirable

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| At least 2 years’ experience of working in health, social care, or advice setting, engaging directly with people, families, and carers. |  | X |
| Understanding of the needs of people with dementia and their carers. | X |  |
| Ability to assess and identify the needs of people with dementia, whilst protecting the rights of the individual and recognising conflicting interests. | X |  |
| Advocacy and advice-giving skills. | X |  |
| To have strong empathic listening skills. | X |  |
| Ability to develop and maintain effective working relationships with colleagues, both within a team and with other agencies. | X |  |
| Strong time management skills and the ability to determine priorities. | X |  |
| Ability to reflect on and develop one’s own practice and use supervision appropriately. | X |  |
| Skills to research information on behalf of a service user. | X |  |
| The ability to deliver, motivate, encourage, and support people to engage in a wide range of health and social activities. | X |  |
| To be sensitive to the needs of individuals that are perceived as hard to reach and/or vulnerable. | X |  |
| Good organisational, written and IT skills (MS Office), and the ability to maintain accurate records. | X |  |
| The ability to communicate with a wide range of service user’s stakeholders, including good social interaction and listening skills. | X |  |
| To be able to work independently and as part of a team, and apply a resourceful and flexible approach, as required. | X |  |
| knowledge of Information Governance and ability to maintain confidentiality, within any statutory guidance on safeguarding. | X |  |
| To be non-judgemental and to take a positive approach to all people accessing the service. | X |  |
| Hold a UK driving license. |  | X |
| UK driving license D1 entitlement. |  | X |