

Job Description

Post Title: Dementia Activities Coordinator

Reporting Line: Dementia Team Leader

Base: Bank House, Shaw Street but community based, working across
Worcestershire

As the Dementia Activities Coordinator, you will deliver an effective Dementia Café, Dementia Group Outings and MCST programme for people living with mild to moderate dementia. You will provide support to our members, their family and carers, by providing a range of stimulating, engaging and client led activities. You will ensure continuity of quality service provision in line with the organisational quality standards.

The Dementia Services portfolio includes Dementia Wellbeing, Dementia Cafés and Maintenance Cognitive Stimulation Therapy across Worcestershire. The service aim is to support independence through the use of assistive technology, signposting to other support services both internally and externally and community assets unique to their own situation.

You will manage your work time effectively, have a passion for supporting older people and have the ability to be flexible in order to meet service needs. The ability to drive and have access to of your own vehicle for work purposes is essential to your role. You will also undergo an enhanced DBS check.

MAIN DUTIES AND RESPONSIBILITIES:

- To ensure that activities are delivered safely, risk assessments are carried out, reviewed, and documented in accordance with the organisations Health & Safety policy.
- To accurately log all client data and activity data into the organisational CRM system – Charity Log.
- To work closely with volunteers and activity leaders to ensure activity sessions are successful, enjoyable, person centred and beneficial to service users.
- To represent Age UK Wyvern at external events and attend meetings to promote dementia services in the county, feeding back on information delivered.
- Work closely with the Marketing & Communication department and in house teams to promote activities and engage with new members.
- To support the team leader in monitoring and evaluating the service to ensure it is meeting the needs of the members by collating regular feedback through surveys and forms.
- To escalate any concerns or matters relating to risk in relation to a venue, activity, an individual and/or their carers to the Dementia Service Team Leader.
- To work in a person-centred way ensuring the clients are treated with dignity and respect based on their individual circumstances.
- To maintain and compile detailed records to ensure accurate statistics can be created as required by the funders and for our impact report
- Providing peer mentoring to our Dementia Service Volunteers and directing them to support the service as appropriate.

- To build good working relationships with local dementia services including Early Intervention Dementia Service (EIDs), local community groups, statutory and voluntary agencies and social prescribers.
- To ensure that the administrative tasks associated with the role, such as case recording, database entries, statistics, form completion, scanning, etc are completed in a timely, accurate and efficient manner and meet all deadlines.
- To ensure that enquiries/referrals to the service are answered and dealt with efficiently, accurately and in a timely manner.
- Ensure any customer feedback is recorded promptly and accurately and escalated if appropriate.

GENERAL

- To be an active, integrated and cohesive team member.
- To maintain and develop good working relationships
- To ensure your behaviour reflects Charity values: We are friendly, we work together, we make a difference, we are always learning, we are flexible.
- To be responsive to the needs of the charity and its clients.
- To develop and deliver effective systems of working and procedures creating a culture of continuous improvement.
- To support the development of KPI reporting, ensuring delivery of the Strategic Plan and a commitment to demonstrating impact across the organisation.
- To prioritise Safeguarding our clients and colleagues.
- To support person centred evaluation processes in order to inform current and potential service development.
- To embrace equality, diversity and inclusion principles.
- To adhere to all relevant policies with particular reference to health and safety.
- To comply with all relevant legislation.
- To undertake appropriate training and personal development as required for the role.
- To portray a positive image of the organisation both internally and externally and set high standards of personal integrity and professionalism.
- To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.
- To be willing to travel and work flexibly throughout the charities operational area
- To be prepared to work from any of our operational bases as required

PERSON SPECIFICATION

ESSENTIAL CRITERIA

EXPERIENCE

- Experience in a similar role or a qualification in a relevant discipline or a willingness to undertake such a qualification
- Experience of planning, organising and delivering activities

SKILLS AND ABILITIES

- Knowledge of data protection – GDPR
- Basic numeracy and literacy
- Excellent communication skills
- Basic IT Literacy, including the Microsoft Package and email
- Patience and empathy
- Willingness to work flexibly between the hours of 9 – 5pm Monday to Friday to meet the needs of the business (some occasional weekend work may be required)
- Willing to undertake any relevant training

DESIREABLE

- Working with people living with dementia
- Experience of working with older people
- Experience of delivering person centred services
- Experience of measuring impact of services
- Experience of working with and leading volunteers