YoungDementia UK
Job Description

Job Title: Young Onset Dementia Support Co-ordinator

Responsible to: Support Service Manager

Purpose of the Role
To co-ordinate the work of the Support Workers who seek to improve the quality of life of people with young onset dementia by offering individually-tailored support in response to their needs and wishes. This may be achieved through a variety of approaches from short term support at the time of diagnosis, issue-based support, to developing a trusting relationship with regular ongoing contact, which may also include creating a break for the family.

The content of the support is varied and may include helping someone understand and adapt to their condition; promoting connections with family, friends, and the community; linking to local activities and groups, encouraging physical, leisure, social, creative, household and life story activities; supporting future planning as well as enabling special treats. We aim to promote self-confidence, self-esteem and well-being, and to enable people to live well.

Duties and Responsibilities
- To share the co-ordination of the support of people with young onset dementia with the Support Coordinator (Central/South) and the Service Manager and contribute to its continuing development and expansion
- To work collaboratively with the Young Onset Dementia Advisors to ensure support for the whole family from diagnosis onwards
- To report to, consult with, and work under the guidance of the manager.
- To work co-operatively with all team members and other professionals.
- To understand, support and work within the ethos of YoungDementia UK
- To maintain the confidentiality of people using YoungDementia UK service
- To be an excellent representative of YoungDementia UK
- To fulfil all reasonable requests from the manager

Co-ordinating
- To contribute to the recruitment, induction and training of support workers
- To supervise, support and co-ordinate a team of support workers
- To contribute to the efficient management, and possible provision, of flexible support/holiday cover/sick cover

Younger people with dementia
- To accept service requests from the manager
- To meet potential new members and agree individually-tailored support content
- To allocate a support worker to partner the new member
- To establish confidential files for each new member
- To liaise with family/referring professionals
- To monitor, adapt, review and withdraw support as appropriate
- With the manager, ensure on-going funding for the support work
- To plan and facilitate lively groups for younger people with dementia
- To contribute to the development of specific areas of support and life-enhancing project. With the manager, promote participation of members at the YDUK supper club and socials. With the support team, promote external opportunities and activities for members

Context

YoungDementia UK is an award-winning Oxfordshire-based charitable company supporting younger people (under 65 years on introduction) with dementia and their families. Young onset dementia is progressive, incurable and life-changing yet the years living with this condition can be lived well with skilled support. Our specialist services, providing direct individual, group and family support, are developed and delivered in Oxfordshire and borders. We are developing specialist long-term and short break accommodation through a sister charity, YoungDementia UK Homes. Increasingly we wish to share our successful model of support and improve the understanding of young onset dementia amongst professionals and the public in the UK.

We have a small, skilled, dedicated team who are committed to changing the lives of younger people with dementia for the better. We respect the individuality of people whose lives are affected by young onset dementia, promote their dignity, choice and privacy, and work co-operatively with their own networks, both personal and professional. We work alongside the person and their family, enabling risk-taking, new experiences and engagement with their community and the world around them.

Younger people with dementia and their families may
  o be parents and/or caring for older parents
  o have mortgages or financial commitments
  o be in employment
  o have a rarer dementia
  o be physically fit and active
  o be more isolated due to location and not knowing others with YOD
  o have fewer options available to them (most services are for older people with dementia.)

Dementia Oxfordshire

YoungDementia UK has partnered with Age UK Oxfordshire (AUKO) and Guideposts (GP) to form Dementia Oxfordshire which will ensure that all people with dementia and their families have the opportunity to live as well as possible for as long as possible in the community. YDUK is subcontracted to provide support for people with young onset dementia and their families and is working closely with Dementia Oxfordshire to ensure a unified approach to this support.
Person Specification

Personal Attributes
It is essential to have an open-minded, non-judgemental, respectful attitude together with an ability to adapt calmly and flexibly to changes. Personal qualities, such as warmth, honesty, reliability, a friendly nature and a sense of humour, are important in the development and continuation of trusting, empathic relationships. It is important to be able to understand the needs and wishes of the person with dementia and be willing to work alongside to help them. It will also be important to be able to balance the needs of the support workers in relation to the needs of those supported. You will need to be positive, resourceful and creative in this work. It is challenging and rewarding – you will need to be able to share concerns and successes within the team.

Education
Essential to have good literacy and numeracy skills
Essential to have good verbal and written communication skills

Experience
Essential to demonstrate a genuine interest in this work and to be keen to learn more
Essential to be familiar with dementia through life experience, work or volunteering
Essential to demonstrate successful co-ordinating experience
Useful to have undertaken a support role, either paid or informal
Useful to have worked from home office/to have experience of remote e-working
Useful to understand the voluntary sector and the shifts in attitudes to dementia

Aptitude and Skills
- to work on own initiative within clear boundaries
- to be well organised and self-motivated
- to work well within a team
- to have excellent supervisory and co-ordination skills including prioritising and working to deadlines
- to communicate clearly face to face/by phone/by email/written reports
- to develop and sustain positive and effective relationships
- to listen, observe, monitor and adapt accordingly
- to work creatively and imaginatively
- to keep concise, accurate and informative e-records
- to prioritise/think clearly/plan and adapt work which will be challenging at times
- to identify training and development needs in support worker
- to have a full driving licence, access to a reliable car and be a confident and competent driver
- to work confidently and competently from a home office with a good levels of IT skills using MS Office, e-communications.
- to work within the YDUK ethos, policies and Service Guidelines
Summary of Terms

Probation Period 6 months

Hours 21 hours/week, to include usually 2 evening meetings or events a month. There may be additional support hours available. Some flexibility in working hours is useful given the nature of the work.

Location Co-ordinating - based in home-office; meetings in various Oxon locations. Area covered – central and north Oxfordshire locality.

Direct Support - usually within central and north Oxfordshire locality

Salary £25,116 pro rata (21/35hrs) - £15,070

Expenses 45p/mile

Annual Leave 5 weeks and 3 days pro-rata including public holidays relating to Christmas Day and Boxing Day, increasing to 6 weeks and 3 days pro-rata after 4 years’ service

This role is subject to a disclosure and barring check (formerly CRB)

Home Office Working
YoungDementia UK’s team utilise e-communication and an e-office to work from home offices across Oxfordshire. This enables us to provide effective, tailored support where the person with dementia and their family live. Most YoungDementia UK jobs are likely to require secure storage for a small amount of confidential information, privacy for sensitive or confidential phone conversations and a quiet area for working.

Other basic requirements: computer or similar, a good quality printer, broadband. YoungDementia UK can fund the cost of a separate phone line for selected roles and a mobile phone.

There is no expectation that home offices are used for support or supervision purposes.

The job description is not intended to be definitive and YDUK has a good track record of encouraging the strengths of individuals. This is a new role and will be subject to change.

July 2016