

JOB DESCRIPTION

Post Title	Dementia Link Support Worker – Primary Care Dementia Partnership Project
Location	Zest Main Centre, 18 Upperthorpe, Sheffield S6 and the surrounding community
Salary	£25,585 pro rata 0.4 FTE
Term of Contract	24 months - initial fixed term, extension subject to funding.
Hours	14. 48 hours per week
Holidays	25 days or pro rata equivalent (rising by 1 day for each continuous year in the role) + 8 statutory days p/a.
Responsible to	Health Services Manager

Purpose of Job

The Dementia Link Support Worker will support people living with dementia who are registered with a West 3 Primary Care Network GP practice (Broomhill Surgery, Crookes Practice, Selborne Road Medical Centre).
Note: The Dementia Support Worker role does not involve direct or personal care.

The aim is to ensure that people feel a greater sense of connection to the services and individuals within their communities, enabling them to live well with dementia for longer and reduce admissions and re-admissions by identifying risk factors (such as frailty or social admission risks) and supporting the implementation of preventative measures where appropriate.

In summary, the postholder will:

- Require flexibility in their approach, with person-centred responses to individual-specific needs.
- Hold a caseload offering one-to-one support, advice, guidance and coping strategies to instil hope and confidence.
- Complete an initial assessment to build trust and ascertain individual needs and wishes.
- Engage with the person living with dementia and the whole family, to offer a wraparound service.
- Provide encouragement and motivation with regular check-ins for both client and carer, including a 6-month wellbeing call.
- Support to access and navigate a range of supporting activities of interest and available in the community, such as dementia cafés, including organising transport to enable regular participation.
- Engage families in seeking support from Carer support organisations.
- Observe and identify risks in the home environment that may need support to prevent a hospital admission, e.g. conducting a falls risk assessment.
- Offer personalised practical advice around common causes of avoidable hospital admissions – giving literature or guidance on falls, dehydration and winter vaccines, for example.
- Assist with the completion of the social risk assessment tool to identify social risks.
- Support the use and completion of an emergency plan.
- Support to encourage engagement with own GP practice.
- Attend Dementia Partnership Multi-Disciplinary Team (MDT) meeting(s) each month, to discuss referrals/risks, etc.

- Coordinated approach with other partnership services with the best interest of the patient at the forefront – maximising existing relationships.
- Develop close working relationships with community partners, Sheffield Dementia Advice Service (DAS), Sheffield Specialist Dementia Action Alliance (SDAA), Enrichment for the Elderly (E4E), PKW Community Partnerships, and Primary Care Networks (PCN).
- Keep accurate records of support offered/implemented.

Specific Duties and Responsibilities

Casework

1. Take referrals from Dementia Advice Service or GP for people with dementia and their carer(s) or family who are registered with a participating network GP surgery.
2. Complete or attempt an initial assessment by telephone or virtual means within 5 working days of receiving the referral.
3. Undertake a home visit to build rapport with the client. This enables a trust that builds up over time and feels safe for both the client and the carer.
4. Undertake 6-Monthly dementia wellbeing check-in calls to ascertain change in condition(s), additional support or caring needs.
5. Refer the client to Alzheimer's Society Short-term Intervention Service (DSTIS) team if identified, they have reached a crisis point and can no longer cope with caring needs, demands.
6. Support carers or families to identify and access support within their local community and, where appropriate, link to carer organisations.
7. Develop a comprehensive knowledge of dementia support services for individuals with dementia, carers of families, developing and implementing referral pathways where appropriate.
8. Support regular and effective feedback with participating GP practices, Dementia Advice Service and other referring organisations.

Group and Volunteer Support

9. Provide support and referrals to existing Dementia Link Support Workers who lead dementia groups in the area (where required).
10. Support the development of dementia related support groups or activity provision where a gap is identified through feedback from clients.

Collaboration

11. Attend the Network dementia MDT meeting(s) to develop relationships with project colleagues, including GP, Independent Living Coordinator, Care Navigator, Occupational Therapist, etc.
12. Maintain relationships with local VCSE community organisations, Primary Care Networks, Dementia Advice Service, Sheffield Dementia Action Alliance, Enrichment for the Elderly.
13. Take part in regular team meetings to discuss performance and other related issues.
14. Have knowledge and understanding of all Zest's teams and willingness to work across teams to provide support to clients with dementia when required.

Monitoring & Recording

15. Utilise Zest's monitoring & information system as a means of recording activity and outcomes – recording in a timely way with quality notes.
16. Compile reports as and when required for monitoring & reporting purposes.

Self-Management & Development

17. Ability to work with minimal supervision within appropriate guidelines.
18. Ability to manage own workload to ensure maximum performance through planning and organising
19. To practice self-care and communicate and support needs.
20. To be a compassionate and inclusive team member within the organisation that promotes a positive work culture.
21. To participate in supervisions and appraisal process, and access wellbeing support available, such as clinical supervision.
22. Self-initiate continuous personal development as required, or respond positively to training suggestions from Managers.

Compliance

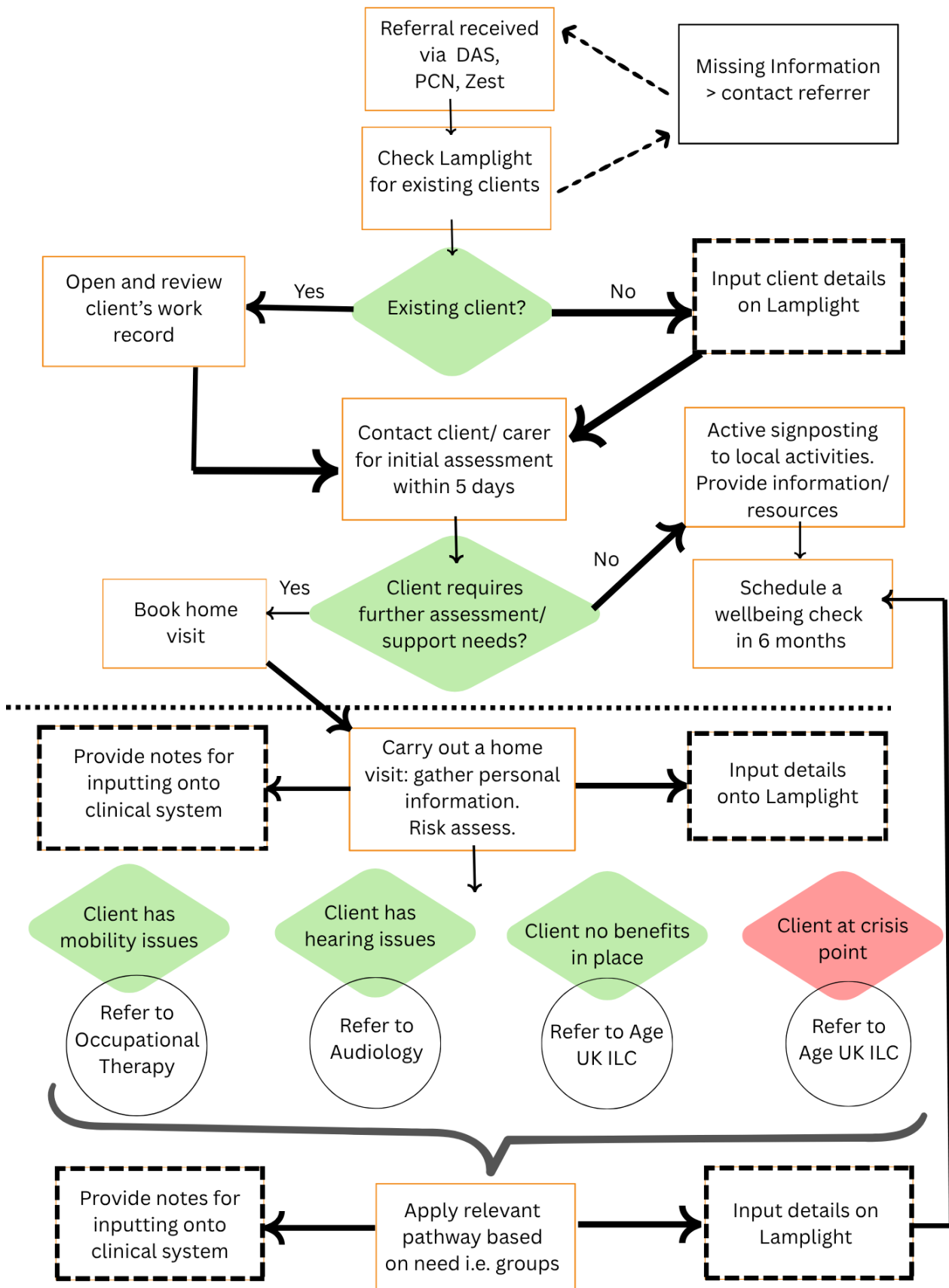
23. To adhere to company policies and procedures, including confidentiality, equality, diversity and inclusion, safeguarding, lone working, information governance and health and safety.
24. To ensure company records and information are kept confidential at all times and stored securely.
25. To have regard for resources and use them responsibly.

General

26. Undertake visits within client homes and/or GP Surgeries (as appropriate).
27. Alert Managers immediately to any issues of concern, including work issues, complaints or concerns regarding individuals.
28. Any other duties as requested by Managers.

Appendix 1 – Zest Dementia Worker Delivery Model - Diagram below:

Dementia Link and Support Worker Delivery Model



Appendix 2 – Sheffield Primary Care Dementia Project – VCSE/Community Offer – useful information about the service.



PERSON SPECIFICATION

Post Title: Dementia Link Support Worker – Primary Care Dementia Partnership Project

Minimum Essential Specification	Method of Assessment		
	Application	Interview	Exercise
Skills/Knowledge			
Knowledge of dementia and its impact on people living with the condition, families and their friends (including carers)	•	•	•
Knowledge of the health, social care, housing and voluntary, community or social enterprise (VCSE) sectors	•	•	
Knowledge of the causes of ill health and social inequalities	•	•	
Commitment to a person-centred approach when co-ordinating and brokering access to services	•	•	•
Awareness of your own limits of skills, competencies and responsibilities in the role, and work within them. e.g. knowing when to seek medical advice for a client's needs.	•	•	•
Knowledge and commitment to current Health and Safety and Equality and Diversity legislation	•	•	
Effective case load management skills	•	•	
Effective time management skills	•	•	
Effective administrative & IT skills	•	•	
Experience/Qualifications/Training			
Lived experience of being a carer to someone experiencing dementia care or mental health issues OR at least 2 years' experience working with people with dementia or mental health issues	•	•	•
Experience of working in a multi-cultural environment and of involving clients in ensuring practice is culturally sensitive	•	•	
Experience of working in community-based organisations, delivering health advice & guidance or delivering interventions	•	•	
Ability to communicate effectively both verbally and in writing, with a range of individuals and groups. This may include working with an interpreter.	•	•	
Ability to maintain client records, monitor activity and record outcomes and learning on Zest's secure database.	•	•	
Good knowledge of spoken and written English	•	•	
Training or qualification in one or more of the following areas: Health Coaching; Dementia Stars or other Dementia Awareness; Mental Health First Aid; Information, Advice and Guidance. Or be willing to work towards.	•	•	
Desirable			
Full UK Driving Licence	•	•	
Own transport	•	•	
Approach			
Aligned to Zest's core values (personalised, inclusive, asset-based, collaborative)	•	•	
Ability to build and maintain relationships whilst maintaining appropriate professional boundaries	•	•	•