

Dementia Information and Advice Coordinator Job Description

Job Title	Dementia Information and Advice Coordinator – Unpaid Carers
Contract	Full-time (35 hours a week). Fixed term to 31st March 2028.
Salary	£27,152.25 per annum
Location	Probation period of three months in the office. At the end of the probation, hybrid working will be discussed with line manager; a minimum of 40% of time should be spent working from the office'- Hertford offices: 119 Fore Street, Hertford, Herts, SG14 1AX. 34 Chambers Street, Hertford, Herts, SG14 1PL. At times you may be required to work • In the community • At your home • At any Carers in Hertfordshire or Age UK listed 'touch down' stations. In addition, the organisation may open new locations from which you may also be expected to work if these are within a 20 miles radius of the headquarters. The specific detail of how much time is spent at each location will be agreed with your line manager as required.
Reporting To	Information and Carer Planning Service Team Leader

The Role

The purpose of this role is to ensure that unpaid carers of people living with dementia have access to the information and advice they need when they need it. The role is part of the Memory Support Hertfordshire service's Triage, Information and Advice Team, and you may also come into contact with people living with dementia or memory loss.

Main duties

- (i) To be the first point of contact for all unpaid carers wishing to access a service provided by the Memory Support in Hertfordshire service for Age UK Hertfordshire and Carers in Hertfordshire.
- (ii) To work collaboratively with colleagues in the Memory Support in Hertfordshire at Age UK and colleagues in Carers in Hertfordshire.
- (iii) To identify the needs of carers of people living with dementia and provide information, advice and support primarily by telephone and email.
- (iv) To support unpaid carers with advice through case work and to manage own caseload, prioritising cases as appropriate.
- (v) To support people living with dementia as part of the triage service.
- (vi) To contribute to the monitoring and evaluation of the service by collecting statistical information as well as capturing the experiences of unpaid carers of people living with dementia through careful record-keeping using organisational systems.
- (vii) To source, collate and maintain organisational knowledge of local and national service provision appropriate to the needs of unpaid carers of people living with dementia.
- (viii) To attend some meetings and events for unpaid carers of people living with dementia in order to provide information and advice.

- (ix) To provide carers of people living with dementia with information and advice on a range of issues including eligibility for carer specific benefits and support services.
- (x) To use Carers in Hertfordshire's carer planning tool to assess the needs of carers of people living with dementia and to create a plan of support to help maintain their own wellbeing whilst caring.
- (xi) To complete the first level assessment and triage for referrals (including self-referrals) to the Admiral Nurse service.

Person Specification: Competencies

Whilst the information above gives you the key tasks we offer full training and are focussed on the values and skills below so please use the information below to guide what kind of evidence you use to show your suitability for the post.

- Communicates with carers of people living with dementia using empathy and sensitivity. This role also includes talking to people living with dementia.
- At all times, provides advice that is accurate, current and in a style which is accessible and usable to a wide range of people.
- Demonstrates open, honest and approachable and trustworthy behaviour.
- Raises awareness of what unpaid carers do to all external contacts.
- Listens attentively to identify priorities from complex carer situations and is able to reflect back and summarise carers' concerns.
- Understands the boundaries that must exist in carer relationships and respects confidentiality.
- Empowers carers by providing them with enough information to make an informed choice and manages carers' expectations.
- Always remains calm under pressure.
- Is able to multitask and prioritise.
- Effective administrative skills and a good standard of IT skills including MS Office and the internet
- Views problems as challenges and proactively seeks creative solutions.
- Has active ways of preserving own wellbeing.
- Full UK driving license and access to a vehicle is essential.

Please note: This Job Description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the charity.

Equalities Statement

Carers in Hertfordshire is a flexible employer, committed to openness and equality of opportunity in every activity, from the way we recruit and promote employees to the way we deliver our services. It is a core responsibility of members, employees, and volunteers of the charity to ensure that every individual we come into contact with is treated with dignity and respect. We want our organisation to reflect the diversity of the population we serve, and we welcome applications from people from all backgrounds and diversities.

Mission statement

Carers in Hertfordshire is concerned first and foremost to support the carer, whatever the caring circumstances or the condition of the person receiving care. We aim to ensure that all carers in Hertfordshire are recognised and valued; are informed and supported in their caring role; have an opportunity for a life outside caring; can exercise a collective voice; and can be involved in consultation and planning to ensure high quality support services for themselves and the people they care for.

Health and Safety

The post holder is expected while at work, to take reasonable care for the Health and Safety of themselves and other colleagues who may be affected by their acts or omissions at work.