**Job title** Dementia Helpline Advisor

**Directorate** Operations

**Location** Shaftesbury Suffolk Memory and Dementia Support ( Icanho centre)

**Reports to** Service Delivery Leader

**Supervises** NA

**Purpose of the Job**

* Answer calls on the Helpline providing an appropriate response and accurate record of calls, manage and process referrals into the service.
* Support people with memory concerns, dementia and their carers to access the right information, support and access to services, at the right time with the aim to enable them to maintain their independence, improve their sense of well-being and put them in more control of their lives.
* Support the growth of the service.

**Main Duties**

* Answer calls on the Dementia Helpline, this may come from people with memory concerns, dementia, family carers, health and social care professionals or public. Deal with referrals from other professionals into the Service.
* Provide person- centred, high- quality information, guidance, emotional support and education for people who are concerned about their memory, those who have a diagnosis of dementia, their carer/s and wider family or friends.
* Provide information and advice to professionals.
	+ Provide an appropriate response, and triage accordingly
	+ Deal with onward signposting and make referrals if appropriate at this level.
	+ Refer when appropriate to a dementia advisor.
	+ Call people back as required or email with further information.
	+ Complete onward referrals as advised from a dementia advisor home visit.
	+ Maintain and update client records and update documents on systmOne in a timely manner.
	+ Monitor and update relevant information sections of website.
	+ Work on rota to cover operational hours of the helpline. The helpline operates Mon to Fri 9am- 6pm. Weekends and BH 10am to 4pm
* Promote the organisation in a positive manner.
* Ensure that you model the values of Shaftesbury.

**Clinical/Technical Responsibilities**

* Answer telephone calls according to the Helpline procedure.
* Provide follow up contact as agreed with the client, maintaining accurate up to date personal plan and client contact details.
* Referring complex information enquires/calls to a dementia adviser as per protocol.
* Where client’s needs are approaching crises, refer to appropriate services.
* Administer referrals into the service. Telephone/electronic/paper based.
* Input and maintain accurate data and records and upload documents on the information system.
* Gathering intelligence and updating information about sources of community support
* Ensuring that queries are followed up where necessary and make onward referrals/warm handovers when needed.
* To answer questions and provide trusted information about the condition itself and adopt a problem-solving approach with carers who may be concerned or struggling with practical issues relating to dementia, changes in behaviour, sleep disturbance, concerns about driving etc.
* Provide signposting or make warm handovers to assist clients to access other sources of help appropriate to their needs.
* Participate in Tier 2 Dementia training programme and mandatory Shaftesbury training programme.
* Take responsibility for maintaining up to date knowledge and utilising trusted resources.
* To assist in the ongoing development of the service in coproduction with clients through sharing feedback and contributing to the evaluation process
* To work as part of a team, providing cover for colleagues at agreed times or in unforeseen circumstances, as appropriate.
* Awareness of own limitations of provision of information and support and clear boundaries and when there is a need to refer back to the helpline or an onward referral for crisis support.

**Clinical Governance/Quality**

* To provide high quality tailored information regarding services and benefits available and, where appropriate, assist clients in accessing them.
* Maintaining accurate records and reporting system.
* Contribute to audit and service evaluation.
* Ensure effective communication with the team.
* Ensure effective communication with external partners/agencies

**Working Relationships:**

**Internal –** Suffolk Service Manager, Project and Delivery Manager, Service Delivery Leader and Dementia Advisors.

**External –** Health & Social Care Professionals, Families and Carers

*This job description and person specification is not exhaustive and amendments and additions may be required in line with future changes in the post holder’s duties.*

Person Specification

**Essential**

Qualifications:

* Level 2/3 Diploma in Health and Social Care or equivalent qualification.
* Evidence of continued professional and personal development.

Knowledge and Skills

* Knowledge in dementia, dementia care and support available to support people with dementia and their carers/family.
* Excellent oral communication skills and telephone manner
* Effective listener
* Understands person centred care and co-production
* Problem solving.
* In depth understanding of safeguarding processes.
* Able to work as part of a team
* Able to prioritise workload and meet deadlines
* Understanding of data protection regulations and handling sensitive data.
* Good organisational and administration skills
* Ability to build and maintain relationships internally and externally

Experience:

* Good understanding of dementia and how condition impacts people’s lives.
* Experience of supporting people affected by dementia.
* Experience handling calls and enquiries and responding in an informed manner.
* Making decisions whilst maintaining safe practice
* Good IT skills - able to input information and data, knowledge of Word, Excel – competent use of email and the internet.
* Excellent understanding and knowledge of dementia and understanding of the needs of people with dementia and their carers
* Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act
* An understanding of data protection and the need for client confidentiality

General skills and attributes:

* Demonstrates empathy and a positive attitude
* Initiative
* Flexible, with a pro-active approach to new ideas and opportunities.
* Commitment to learning and personal development
* Enthusiastic, positive and ‘can do’ attitude.
* Self-motivated, able to work unsupervised or within a team.
* Able to work calmy under pressure and manage expectations.
* Ability to manage own time and work load efficiently and effectively.
* Ability to demonstrate a flexible approach to work.
* Willing to work flexible hours to cover the operational hours of the helpline over 7 days working via shifts or on call rota.

This job description and person specification is not exhaustive and amendments and additions may be required in line with future changes in the post holder duties.

**SAFEGUARDING**

Shaftesbury is committed to safeguarding and promoting the welfare of adults, young people and children and expects all employees to share this commitment and follow our safeguarding policies and procedures.

**EQUALITY AND DIVERSITY**

Shaftesbury is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Shaftesbury aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The post holder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**CHRISTIAN ETHOS AND VALUES**

The post holder must carry out all duties in a manner which is consistent with Shaftesbury values which are based on an inclusive Christian ethos.

**POLICIES AND PROCEDURES**

The post holder must also maintain the policies, procedures and practices of the organisation and as far as possible, must ensure that all activities within the work setting are consistent with those values, policies, procedure and practices.

**CONFIDENTIALITY**

The post holder must ensure that any information relating to employees, people supported and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

**HEALTH AND SAFETY**

The post holder must be familiar with Shaftesbury Health and Safety policies and guidelines. All work should be undertaken so as to be consistent with these, and so as to ensure own health and safety and that of others affected by their work.