

Job Description

Senior Dementia Co-ordinator

Responsible to: Head of Dementia & Extra Care
Hours: 24 hours per week Monday – Thursday
Location: Home office-based with travel to our Dementia & Care sites across West Sussex, Brighton, and Hove.

Main Purpose of Job:

Support the Dementia and Care Manager in delivering existing dementia services and developing new projects. This role includes line management duties for a designated team. Ensure the continued delivery and development of services, meeting contract KPIs and budget requirements, while fostering the growth of team members.

Main Duties:

- Manage, supervise, and motivate staff and volunteers, fostering a culture of open communication, support, and teamwork in line with organisational values and goals.
- Ensure staff training is conducted, and skills are developed as required by the organisation's business needs and policies.
- Monitor and support incoming referrals, ensuring they are handled effectively and promptly.
- Maintain accurate client and carer records using our charity log system.
- Engage with carers regularly to monitor wellbeing and connect them to additional support services as needed.
- Assist the Dementia and Care Manager in producing data reports for contract reporting requirements and reviews.
- Raise the profile of services through social media, attending marketplace events, or giving presentations to other statutory and non-statutory services.
- Collaborate with key contacts such as GPs, social workers, dementia assessment teams, the wider voluntary sector network, and all supporting teams to identify individuals living with dementia and their carers who may be at risk of social isolation, loss of independence, and carer breakdown.
- Ensure services are delivered in line with contract KPIs and budget requirements.
- Liaise with carers, clients, and the accounts team to ensure timely receipt of payments.

Other Duties:

- Collaborate with the Volunteer Manager and People Team to support the recruitment of volunteers and staff to enhance service reach and capacity.
- Assist the Dementia and Care Manager in setting up and facilitating team meetings.
- Support the Dementia and Care Manager in developing new services.

Equal opportunities

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices, and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the postholder.

Person Specification – Senior Dementia Coordinator

Essential	Desirable
An understanding of, and interest in older people, their situations, and the opportunities they may want and/or need	Have experience of working with or supporting volunteers.
Experience of supporting people with Dementia as well as an awareness of the condition.	Understanding the position of unpaid carers and the impact their role can have on their well being
Sound line management or team development experience	Understanding of project management/delivery in the charity sector
Excellent communication and leadership skills: - ability to manage and motivate people towards achieving defined outcomes - engaging and effective in driving progress	Adept at presentations, facilitation, and training
Have a good understanding of information governance and consent process	Understands the adult social care environment and how we can best add value
High level of competency in administration and IT skills including using Microsoft packages	Ability to promote and market new initiatives.
Be able to maintain accurate records and produce appropriate monitoring data as required	Highly developed interpersonal skills
Effective organizational skills including information, resources and time management and planning and prioritizing workload.	
Knowledge and practice of person-centred support planning	
Effective problem-solving skills that support a “can do approach” within the	

service and when supporting people with care and social support needs	
Have a flexible approach to work encompassing unsociable hours to accommodate relevant events	
Full driving license and use of car to facilitate regular travel across AUKWSBH locations	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	