

**Overall Purpose of the Role**

To provide continuous support, information and advice to people diagnosed with dementia and their carers, and to support them in accessing appropriate care, services and resources to help them live well with dementia.

**Qualifications and Training**

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## Essential:

- Relevant qualifications or equivalent experience in health, social care, community work or a related field
- Commitment to ongoing professional development

## Desirable:

- Dementia-specific training or qualification
- Knowledge of safeguarding, data protection and confidentiality

**Experience**

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## Essential:

- Experience of working with people with dementia and their carers
- Experience of providing information, advice, support or casework
- Experience of working collaboratively with statutory, voluntary and community organisations
- Experience of maintaining accurate records and reports

## Desirable:

- Experience of care planning and review processes
- Experience of working in a community-based or outreach role

## **Knowledge**

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Essential:

- Understanding of dementia and its impact on individuals and carers
- Knowledge of local services, or ability to acquire this knowledge quickly
- Understanding of confidentiality, data protection and equal opportunities

Desirable:

- Knowledge of health and social care systems within Wiltshire

## **Skills & Abilities**

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Essential:

- Excellent communication and listening skills
- Ability to build trusting, professional relationships with people from diverse backgrounds
- Ability to work independently and manage own workload
- Ability to complete care plans, reviews and administrative tasks accurately
- Confident use of IT systems for record keeping and reporting

## **Personal Qualities**

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Essential:

- Empathetic, patient and non-judgemental approach
- Commitment to person-centred practice
- Flexible and adaptable to changing service needs
- Professional integrity and respect for confidentiality

## **Other Requirements**

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Essential:

- Own car and driving licence
- Ability to attend meetings, supervision and training sessions