JOB DESCRIPTION
Dementia Adviser Manager

Beyond Dementia is committed to the provision of a range of flexible services which give people with Dementia and their carers real choice while maintaining as much independence and control over their lives as possible. We believe that:

- the interests of service users should be safeguarded at all times;
- entitlement to service should exist regardless of gender, sexual orientation, cultural, religious or ethnic background;
- The social, cultural, ethnic and religious background of all service users should be respected.

This job description outlines the principal duties and responsibilities of the post. It is not intended to be an exhaustive list, and the post holder may be required to undertake other duties that are reasonable, commensurate with the role, and consistent with the needs of the service and the organisation. The responsibilities of the role may evolve to reflect changes in operational requirements, service development, legislation, regulation or organisational priorities. This job description will therefore be subject to periodic review and may be amended following consultation with the post holder.

This document is provided for guidance and does not form part of the contract of employment.

Job Purpose

To provide effective operational leadership and management of Beyond Dementia's Dementia Adviser Team, ensuring the delivery of high-quality information, advice and support to people living with dementia and their carers across Wiltshire. The postholder will work closely with the Head of Community Services to implement service objectives, maintain quality and compliance standards, and drive continuous improvement. They will be responsible for supporting, developing and motivating the Dementia Adviser Team, promoting high performance, professional development and staff wellbeing to ensure the best possible outcomes for service users.

Job Title:	**Dementia Adviser Manager**
Location:	Wiltshire (hybrid working, including travel throughout the county as required). Office base will be agreed.
Salary:	SCP 26-28 (FTE £ 29,841.15 - £31,837.27) **pro rata**
Hours of Work:	25 hours per week
Accountable to:	Beyond Dementia's Chief Executive Officer on behalf of the Board of Trustees.
Responsible to:	Head of Community Services
Responsible for:	Dementia Adviser Team and associated support staff
Confidentiality:	The post holder will be expected to abide by Beyond Dementia's confidentiality policies at all times.

Equal Opportunities:	The post holder will be expected to implement Beyond Dementia's Equal Opportunities policy in all aspects of their work.

SUMMARY OF MAIN DUTIES

Service Leadership and Delivery

• Lead the day-to-day operation of the Dementia Adviser Service across Wiltshire.

• Ensure the service provides accurate, high-quality information, advice and support to people living with dementia and their carers.

• Monitor service effectiveness and contribute to continuous improvement initiatives identified by the Head of Community Services and wider organisation.

• Ensure equitable access to support across all localities.

• Maintain an overview of caseloads, waiting lists and service demand.

• Help collate and prepare data collation, for analysis and reporting

• Support staff with complex, high-risk or specialist cases where required.

• Ensure care planning, reviews and record keeping are completed to a high standard.

• Audit of processes, ensuring standardisation across the team, and suggesting improvements and efficiencies where identified.

• Contribute to systems for measuring service quality and outcomes, including evaluations and stakeholder consultations to support continuous improvement.

Staff Management

• Line manage Dementia Advisers and other designated staff.

• Recruit, induct, supervise and support staff in accordance with organisational policies and procedures.

• Conduct regular supervision meetings and annual appraisals.

• Identify and assign training and development needs across the team.

• Promote staff wellbeing, engagement and retention.

• Facilitate regular team meetings and peer support opportunities.

• Ensure appropriate staffing arrangements and contingency planning are in place.

Partnership Working and Representation

• Develop and maintain positive working relationships with health, social care, voluntary sector and community partners.

• Represent Beyond Dementia at multi-disciplinary meetings, Health & Wellbeing events, or other opportunities to raise awareness & increase networking of the Dementia Adviser team
• Promote awareness of the Dementia Adviser Service among professionals and the wider community.
• Support effective referral pathways between Beyond Dementia and partner organisations.
• Maintain awareness of local and national dementia policy developments.

Other Duties

• Authorise staff expenses and timesheets following Beyond Dementia's guidelines and processes.
• Ensure resources, equipment and systems are used effectively and economically.
• Ensure compliance with safeguarding, confidentiality, data protection and health and safety requirements.
• Support organisational quality assurance, risk management and governance processes.
• Encourage a culture of continuous improvement and professional accountability.
• Respond appropriately to complaints, compliments and feedback.
• Attend own supervision, appraisal, training and organisational meetings as required.
• Contribute to organisational projects and service developments.
• Support fundraising, awareness raising and promotional activities where appropriate.
• Undertake any other duties commensurate with the level of the post.

In all aspects of work, to comply with Beyond Dementia policies and guidelines, including equal opportunities implementation, safeguarding responsibilities, confidentiality requirements and health and safety procedures.

Any authorised travel will be reimbursed at the current agreed rate.

Updated: November 2026

PERSON SPECIFICATION

Qualifications and Training

Essential

• Relevant professional qualification or significant equivalent experience in health, social care, community services or a related field.
• Evidence of continuing professional development.
• Management or leadership training, or willingness to undertake.

Desirable
• Dementia-specific qualification or accredited training.
• Safeguarding training.
• Coaching, mentoring or supervision training.

Experience

Essential
• Significant experience working with people living with dementia and their carers.
• Experience of managing or supervising staff and volunteers.
• Experience of service delivery within health, social care or the voluntary sector.
• Experience of partnership working with statutory, voluntary and community organisations.
• Experience of monitoring performance, outcomes and quality standards.
• Experience of report writing and interpreting service data.
• Experience of supporting staff through organisational change.
• Experience of managing operational performance and workload allocation within a service delivery environment.

Desirable
• Understanding of commissioned services and performance frameworks.
• Experience of managing service change or development projects.
• Experience of managing complex cases and safeguarding concerns.

Knowledge

Essential

• Strong understanding of dementia and its impact on individuals, families and carers.
• Knowledge of person-centred practice and strengths-based approaches.
• Understanding of safeguarding, confidentiality and data protection requirements.
• Understanding of health and social care systems and referral pathways.
• Knowledge of equality, diversity and inclusion principles.

Desirable

• Knowledge of Wiltshire's health, social care and voluntary sector landscape.
• Understanding of NHS and local authority commissioning arrangements.
• Awareness of current national dementia policy and best practice.

Skills and Abilities

Essential

• Excellent leadership and people management skills.
• Excellent communication, presentation and relationship-building skills.
• Ability to motivate, support and develop staff.
• Ability to manage competing priorities and workloads effectively.
• Ability to analyse information and use data to inform decision-making.
• Ability to identify problems and implement practical solutions.
• Strong organisational and administrative skills.
• Confident use of IT systems, databases and Microsoft Office applications.
• Ability to prepare high-quality reports and performance information.

Desirable

• Experience of using client management or case management systems.
• Experience of service evaluation and quality improvement methodologies.

Personal Qualities

Essential

• Compassionate, empathetic and approachable.
• Commitment to person-centred care and support.

- Professional integrity and sound judgement.
- Positive and collaborative approach to leadership.
- Resilient, flexible and adaptable.
- Commitment to continuous improvement and learning.

Other Requirements

Essential

- Full driving licence and access to a vehicle for work purposes.
- Ability to travel throughout Wiltshire.
- Ability to attend meetings, training and events as required.

Desirable

- Flexibility to work occasional evenings or weekends for meetings, events or community engagement activities.

Updated: November 2026