

Job Title: **Wayfinder - (Dementia Information & Advice)**
Reporting to: **Senior Wayfinder**
Salary: **FTE - £25,992.00 per annum**
Hours: **37.5 hours per week**
Days: **Monday - Friday**
Contract Type: **Permanent – Full Time**
Location: **Sage House, Tangmere, PO20 2FP & Local Community**

This role could suit someone with experience and background in health and adult social care.

Position Overview

Are you looking for a caring role where you really make a difference to people living with dementia? Are you dynamic, warm, caring, energetic and passionate about delivering high quality support to customers living with dementia and their families? Great! Then come and join our team of likeminded people who are making a difference every single day.

Our Wayfinder position is a full-time role and you will work as part of a team to provide a high level of support to our customers living with dementia and to their families. Our Wayfinding service is designed to provide innovative and empowering support by providing information, advice and emotional support throughout the persons journey of dementia. Although this role is based at our hub, occasional cover for our Community Wayfinder will also be required.

The responsibilities of the role include creating a safe and supportive environment for our customers to have open conversations and provide compassionate support and guidance while observing changes in a customer's condition and advising on appropriate action.

We are a busy charity and constantly innovating and experimenting with new ideas, so embracing that can-do attitude and working collaboratively with the broader team to help make things happen will be a huge asset. It is an extremely rewarding place to work, no day is ever the same, and we create a positive and friendly environment for our customers.

You will also receive free onsite parking, 23 days annual leave plus bank holidays, an extra day off for your birthday and a workplace Pension and Life Assurance, plus other staff benefits.

Would you like to come and be part of this incredible team? Join us as a Wayfinder and be at the heart of all we do.

To apply visit <https://www.dementiasupport.org.uk/work-for-us>. If you would like to discuss the role in more detail, please speak to Judith or Reece on 01243 888 691.

Job Purpose

Subscribing to the values of the Charity, you must be committed to working together with others to improve lives of people living with dementia and their families. By working with integrity and commitment to maintain high professional standards and deliver excellence in our work, together at Sage House we ensure that everyone matters.

High quality, compassionate and friendly information services are key to our vision and we expect all staff to join us in delivering these organisational values. As a Wayfinder at Sage House, and within the local community, you will work as part of a team to deliver information and guidance to our customers which include;

- ✿ Caring and treating people with compassion, kindness, dignity and respect while providing up to date information and guidance on dementia
- ✿ Responsive to what people need to adapt to living with dementia
- ✿ Inclusive, person-centred and innovative.

The role will work in an effective team providing information and support in a positive, nurturing and safe environment.

Responsibilities

The specific accountabilities of the role may alter on occasion to meet the needs of the charity and its customers. Responsibilities include:

- ✿ Provide accessible information that is current and accurate and give guidance on adapting to life with Dementia, including emotional support
- ✿ Provide support to customers and their carers to enable them to navigate their way through the health and social care system
- ✿ Deliver an effective customer focused service
- ✿ Provide face to face, telephone or email support and advice to enable our customers and their carers to make informed decisions
- ✿ Signpost and support access to the right services at the right time
- ✿ Assist the Senior Wayfinder to support and co-ordinate volunteers who support our Café chatter tables
- ✿ Provide emotional support to those customers who may be anxious about receiving a diagnosis
- ✿ Create and maintain key working relationships with internal customers, colleagues and external partners/organisations
- ✿ Ensure customer information is gathered and our care system database (Charitylog) is updated and accurate notes are recorded, adhering to the Data Protection Act & GDPR
- ✿ Support Equality & Diversity by respecting customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin
- ✿ To provide cover for our Community Wayfinder assisting at Community Outreach groups and on the Wayfinding Advice bus
- ✿ Any other duties commensurate with the post

Knowledge & Skills

- ✿ Kindness, empathy, energy and a positive attitude
- ✿ A friendly and approachable demeanour
- ✿ Organisational and planning skills
- ✿ Knowledge of dementia and the issues faced by people living with it as well as their carers
- ✿ Ability to work independently as well as part of a team
- ✿ Adaptable and flexible approach to work
- ✿ A can-do attitude and the ability to respond positively to changing priorities
- ✿ Delivering a high-quality standard of service
- ✿ Good communication and listening skills
- ✿ Competent IT user of Microsoft Office packages
- ✿ Accurate reporting and updating customer records/data onto care systems
- ✿ Good standard of written and spoken English

Qualifications & Experience

- ✿ Educated to GCSE level or equivalent including English and Maths – essential
- ✿ Health & Social Care Qualifications (desirable)
- ✿ Prior training about dementia (desirable)
- ✿ Counselling experience - desirable
- ✿ Personal or lived experience of working with people living with dementia and their carers
- ✿ Customer service experience dealing with people face to face and over the telephone
- ✿ Experience of providing information, advice and guidance in either a paid or voluntary capacity - desirable

The post holder is required to undertake an Enhanced DBS check which will be paid for by the Charity and the successful candidate must have own transport and full UK driving licence.