

Our vision is a society where dementia is wholly understood and accepted, enabling people living with dementia to be fully supported throughout the whole of their journey

| | |
|-------------------------|-----------------------|
| Job Title: | Wayfinder |
| Reports to: | Wayfinder Team Leader |
| Responsible for: | |

Job Purpose

A hands-on role, working as part of a team to deliver high quality, friendly information service for and on behalf of Dementia Support's Wayfinder Service based in our bespoke Hub.

High quality, passionate services are key to our vision and we expect all our teams to join us in delivering these core organisational values.

The Wayfinder role will be to;

- ✿ Provide face to face support and advice to the person living with dementia, their carers or their family, this may also be over the telephone or by email.
- ✿ To actively assist, together with the Wayfinder volunteers in supporting individuals through the dementia pathway from pre-diagnosis to end of life care.
- ✿ Provide accurate, accessible information to enable people living with dementia and their families to make informed decisions
- ✿ Signpost and support access to the right services at the right time
- ✿ Support individuals to live well with Dementia and maximise quality of life.

The role will also include;

- ✿ Providing emotional support to those customers who may be anxious about receiving a diagnosis
- ✿ Supporting access to other services which enable independent living
- ✿ Signposting the counselling provision to help people discover ways of coping in the longer term

Duties and Responsibilities

The specific accountabilities of the role may alter on occasion to meet the needs of the charity and its customers. Accountabilities will include (or be equivalent in nature to) those listed below:

- ✿ Delivers information and guidance on living well with Dementia that is current Interacts effectively with a range of customers by providing sound communication and interpersonal skills.

- ✿ Ensure customer information is gathered and databases are updated, adhering to Data Protection Act
- ✿ Create and maintain key working relationships with internal customers, team colleagues and external partners/organisations.
- ✿ Delivers emotional support for people living with dementia and their families
- ✿ Provide support to customers to enable them to navigate their way through the health and social care system
- ✿ Delivers an effective customer focused service, meeting defined performance indicators.
- ✿ Assist the Wayfinder Team Leader to support and co-ordinate Wayfinder volunteers.
- ✿ Support equality and diversity and respect customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- ✿ To carry out any other duties that may reasonably be required by the Wayfinder Team Leader

Knowledge, Skills and Abilities

- ✿ Organisational and planning skills.
- ✿ Relevant theoretical or organisational knowledge of systems, procedures and policies
- ✿ Knowledge and understanding of dementia and the issues faced by people living with it as well as their carers.
- ✿ Ability to work independently using initiative.
- ✿ Adaptable and flexible approach to work.
- ✿ Demonstrates a can-do attitude and responds positively to changing priorities.
- ✿ Ensures a high-quality standard of service is always delivered.
- ✿ Good communication skills
- ✿ Competent IT user (e.g. Microsoft Office packages)

Qualifications and Experience

- ✿ 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
- ✿ Counselling experience is desirable
- ✿ Knowledge of lifestyle behaviours that affect health and wellbeing
- ✿ Experience of providing information, advice and guidance in either a paid or voluntary capacity would be an advantage
- ✿ General Administration
- ✿ Educated to GCSE level or equivalent including English and Maths

- ✿ The post holder is required to undertake an Enhanced DBS check

| | |
|-----------------------|--|
| Approved by: | |
| Date approved: | |
| Reviewed: | |