

POST:	Post-Diagnosis Support Facilitator
SALARY RANGE:	£27,300 – £30,000 FTE
TERM:	3 years fixed term contract
HOURS:	Flexible – between 7.5 and 22.5 hours per week
ACCOUNTABLE TO:	Post Diagnosis Support Programme Manager

Job Summary

This is a three-year National Lottery funded role which will support ReMind's post diagnosis support team to deliver and further develop a programme of interventions and resources for those diagnosed with dementia, their carers and families in communities in BA2, BA3 and BS31. This role is key to supporting delivery of a suite of annual activities including courses, events, information days and peer support sessions. The post holder will work with the Head of Engagement, Programme Manager and wider project team to contribute towards planning and to deliver support interventions as well as supporting local partnership working, ensuring take-up of interventions and an excellent beneficiary experience.

ReMind UK overview

ReMind UK is an independent charity and internationally renowned centre for research, diagnosis and treatment of neurodegenerative diseases. Our research aims to improve life for people with dementia and their families and carers, and to find drug and non-drug treatments for people with conditions such as Alzheimer's disease and other diseases predominantly affecting older people. Our contracted NHS Memory Clinic service, private memory assessments and allied activities provide support to people affected. We are currently in an ambitious phase of organizational development increasing our impact through clinical and academic research and our post diagnosis support. We work closely with the Universities of Bath, Bristol and other research Institutions, both nationally and internationally and with the Royal United Hospital, Bath.

The Role

This is an exciting and varied role which will suit an organised and compassionate individual who loves working face to face with groups and supporting people to live their best life. You'll be an excellent communicator with the ability to engage people in activities ensuring the person with dementia can fully participate as well as carers. As Facilitator, you will use your insight into what works best in supporting those affected by cognitive impairment to support design of our interventions for people diagnosed with a memory condition and those who care for them. You will work closely with staff, volunteers, partners and beneficiaries to deliver accessible, safe and supportive events and course sessions, ensuring that people who engage with the post-diagnosis support programme, connect with others with shared experience, are adequately supported to take part and have fun, and receive appropriate resources to help them to live well with dementia for as long as possible.

KEY RESPONSIBILITIES

1. Deliver friendly, stimulating, person-centred interventions on behalf of ReMind UK, including courses in local community venues, seasonal group activities and events and Carers Information Days as agreed with the Programme Manager.
2. Take responsibility for opening up, clearing up and locking venues as required.
3. Manage volunteers during sessions ensuring roles are organized and volunteers briefed on activities and schedule.
4. Facilitate sessions including welcoming participants,, greeting guest speakers, introducing and setting up activities, supporting participants and ensuring everyone is able to fully participate with the support of staff and volunteers.
5. Gather feedback from groups and adjust activities or session content and timings as needed to ensure that interventions are tailored to the group and individual needs and preferences are met.
6. Support the Project Team through contributing insight and experience from working closely with beneficiaries in a variety of venues to design year-round evidence-based interventions that meet the needs of participants and funders.
7. Working with the Programme Manager, support awareness raising, researching, initiating and maintaining partnerships with local community groups, health care providers and stakeholders to ensure ReMind UK maximizes reach and creates adequate awareness of the post-diagnosis support programme.
8. Ensure that materials and resources used at events, groups and courses are requested and purchased in good time and taken to each intervention.
9. Work with the Project Team to ensure attendance and evaluation data is captured at each intervention, allowing time for collection of feedback from participants and ensuring data is accurately captured through processes set out by the Programme Manager for reporting to funders and for continuous improvement of interventions.
10. Contribute to the production of Risk Assessments and mitigations to ensure safeguarding of beneficiaries during interventions.
11. Act on and disseminate any feedback or complaints from beneficiaries using insight to inform changes to interventions or delivery and if a complaint, report to the wider Project Team and manage in accordance with the complaints procedure.
12. Speak to beneficiaries expressing an interest or being referred to the programme to ensure they are appropriately allocated a suitable event or course
13. Gather stories, testimonials and images from interventions and keep up to date records of permissions for use, ensuring these are communicated with the team and input onto the CRM.
14. Any other reasonable duties requested appropriate to the role, your skills and responsibilities.

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and Experience		
Excellent organisation and time-keeping skills	<input type="checkbox"/>	
Excellent interpersonal and communication skills	<input type="checkbox"/>	
Ability to demonstrate strong relationship building skills	<input type="checkbox"/>	
Experience of facilitating sessions and creating a supportive environment	<input type="checkbox"/>	
Experience of organizing games and creative activities for groups		<input type="checkbox"/>
Experience of using Microsoft Office	<input type="checkbox"/>	
Knowledge and ability to use a database/CRM system		<input type="checkbox"/>
Knowledge of GDPR and experience of applying the protocols		<input type="checkbox"/>
Competencies, skills and experience		
Polite and professional manner and ability and empathy to deal with people who may be confused or have difficulty communicating.	<input type="checkbox"/>	
Good time manager, with the ability to work on own initiative and to prioritise a busy and diverse workload	<input type="checkbox"/>	
Current driving licence and own transport	<input type="checkbox"/>	
Awareness of postcodes where interventions will be based and willingness to travel between them	<input type="checkbox"/>	
Ability to plan and manage varied workload	<input type="checkbox"/>	
Self-directed, confident and proactive	<input type="checkbox"/>	
Good team player with a friendly can-do attitude	<input type="checkbox"/>	
Organised, calm under pressure, able to prioritise effectively and work to deadlines	<input type="checkbox"/>	

Confidentiality statement

The post holder must maintain the confidentiality of information about patients, staff and other business in accordance with the Data Protection act and organisal policies.

Safeguarding vulnerable adults and children

ReMind UK is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.

Health & Safety

All employees are expected to comply with the Health & safety at Work Act 1974, and other relevant health and safety legislation and regulations. The post holder must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.

Equal Opportunities

ReMind UK is committed to equality of opportunity in the workplace.

DBS and Eligibility

You must have eligibility to work in the UK. All staff at ReMind UK are required to undergo enhanced DBS checks.