



## Position Description

Created: March 2020

**Position Title:** Dementia Support Specialist

**EFT:** Various

**Department:** Client Services

**Location:** Various

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**Position reports to:** State Manager Client Services or Team Leader Client Services

**Position supervises:** N/A

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Our Dementia professionals will contribute to the achievement of the strategy through the delivery of a range of specialist services ensuring positive outcomes for people who are living with dementia and their carer.

The purpose of this position is to provide short-term interventions at key stages of dementia to enhance wellbeing including the delivery of psycho-educational and psycho-social interventions as required to meet individual goals, enhance their wellbeing and maintain quality of life of the person living with dementia, their carers and families.

The role will support broader Dementia Australia activities which may include the provision of early intervention activities, post diagnostic support program, support group facilitation, client and family education, community education, fee for service activities and, delivery of services to support our special needs groups and building relationships with relevant stakeholders in the region.

This is a key role that will actively contribute to the development of a service sector that is responsive to the needs, improving the outcomes of people living with dementia and their carers.

### Position Objectives and Responsibilities

#### Service Delivery

- Provide individual and group information, education and support about dementia, available services and resources to people diagnosed with dementia, those with cognitive concerns and/or, their families and carers.
- Screen and assess clients to ensure that appropriate and timely services are received.
- Provide support with referrals to diagnostic, health and community support services by utilising local referral systems and supporting clients to navigate the aged care and disability systems as appropriate.
- Provide a seamless experience for clients, carers and health care professionals to ensure access, referral, and where appropriate delivery of education programs and courses and other relevant Dementia Australia support services.
- Facilitate, support and support referral options for people with dementia and their carers to connect with others who are living with dementia, building self-efficacy.
- Ensure services are delivered from an enablement perspective, empowering clients to take an active role in directing their own care and services.
- Ensure key outcomes and deliverables relating to funding agreements are consistently met.

	<ul style="list-style-type: none"> <li>• Focus on the assessed needs and rights of the person living with dementia and their carers.</li> <li>• Provide insights and share knowledge with Team Leaders, State Managers and the General Manager on opportunities for continuous improvement, reduction of risk and unmet need for people living with dementia and their carers.</li> <li>• Support community capacity through building collaborative partnerships with other service providers as appropriate.</li> <li>• Maintain professional knowledge and standards to ensure high quality service provision.</li> </ul>
<b>Communication and Team Work</b>	<ul style="list-style-type: none"> <li>• Embrace change positively, influencing a positive organisational culture.</li> <li>• Develop strong team relationships locally and nationally while fostering positive working connections with colleagues across departments.</li> <li>• Collaborate with other team members to ensure integrated and coordinated approaches to addressing client needs.</li> <li>• Promote an awareness of the needs of people with dementia, and their carers from special needs groups including those from diverse cultural backgrounds, people who identify as being LGBTIQ, Aboriginal and Torres Strait Islander people, and people living in rural and remote areas. Develop culturally appropriate service strategies to meet individual needs and improve service access.</li> <li>• Participate in, and contribute to service evaluations, planning and development.</li> <li>• Participate in team projects/activities/meetings as relevant to the position.</li> <li>• Participate as requested to provide peer support to other employees.</li> <li>• Participate in reflective practice and supervision with relevant senior professionals.</li> </ul>
<b>Operational Administration and Documentation</b>	<ul style="list-style-type: none"> <li>• Ensure that client activity and other appropriate information is documented in line with professional and legal standards.</li> <li>• Ensure timely, accurate consistent management of client information and utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements.</li> <li>• Complete service and ad-hoc reports as required.</li> <li>• Ensure client service programs are delivered in a timely and cost effective manner to established standards, identifying opportunities for improvement where appropriate.</li> <li>• Actively support any client contribution/subscription requirements of Government or the organisation</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Communicate and act in ways that are consistent with the organisation's values.</li> <li>• Support and promote the work of the organisation, maintaining a positive image of the organisation.</li> <li>• Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.</li> </ul>
	<ul style="list-style-type: none"> <li>• Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</li> </ul>

**Policies and Procedures**

- Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation.
- Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.

**Qualifications:**

A formal qualification in a related field of either Social work, allied health, nursing and/or significant experience working with clients in the delivery of a community based service or within a health related field.

**Experience, Skills, knowledge and capabilities**

- Knowledge and understanding of the impacts of dementia for individuals, carers and their support networks\*
- Empathic approach and the ability to quickly build rapport with a diverse range of clients\*
- The ability to work with clients in a goal-directed way, develop care plans and implement practical strategies for clients, problem solve and enable positive outcomes\*
- Knowledge and experience of group facilitation and group dynamics\*
- Understanding of adult learning principles and Experience in facilitating individual and group work with clients in a community setting
- Ensure client centric service delivery, implementation and ability to measure and evaluate impact
- Excellent verbal, interpersonal and written communication skills, including the use of active listening and reflective questioning\*
- Well-developed case note, record keeping and report writing skills
- Strong organisational skills and ability to prioritise work load
- Experience in providing community information and education, and supporting community capacity building, including demonstrated capacity to deliver high quality presentations.
- Experience in liaising with and developing relationships and partnerships with service providers and other agencies and demonstrated experience working in the Aged Care, health or community services sector.
- Computer literacy across a range of relevant applications, including Microsoft Office and Outlook, webinar and CRM experience
- Demonstrated commitment to supporting the needs and rights of people from special needs groups e.g.: Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, people from Lesbian, Gay, Bisexual, Transsexual and/or Intersex communities, and those from rural / remote communities.
- Demonstrated ability to work with minimal supervision and as an effective team member
- Agile mindset and the ability to quickly adapt to change\*

\* Key selection criteria

**Conditions of Employment:**

- A six month qualifying period applies to all new incumbents.
- Salary packaging is available.

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**Additional Requirements:**

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel.
  2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
  3. Undertake a Police Check prior to being offered the position.
  4. Be flexible in work hours at times to meet the reasonable demands of this position, including occasional overnight stays.
  5. Be willing to undertake travel as may be required with the position.
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**Signatures:**

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

**Employee:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Manager:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_