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**Person Specification: Dementia Services Co-ordinator**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS AND TRAINING** | * Good level of educational attainment * Training relevant to working with individuals with dementia and older people * Experience of working with a person-centred approach. | * Relevant higher qualifications in healthcare * Knowledge of best practice in dementia care. |
| **COMPETENCY – Knowledge, skills, abilities and experience** | * Experience of working with individuals with dementia through group work and on a one to one basis * Working knowledge of the needs of individuals with dementia and their carers * Experience of working with volunteers * The ability to work both independently and as a member of a team. * Good organisational, interpersonal and observational skills * The ability to demonstrate a clear understanding and implementation of non-discriminatory practice * Good communication skills, in verbal, non-verbal and written form, ensuring the message is understood * The ability to demonstrate commitment to keep your knowledge, understanding and skills up to date * The ability to convey sensitive or contentious information tactfully * High level IT skills and knowledge * The ability to adapt your working practices to meet the need of the organisation * The ability to recognise when to ask for direct assistance from the Dementia Services Manager and the confidence to do so when appropriate. | * Awareness of Health and Safety requirements and risk assessment * Have adequate creative abilities to meet the needs of Town Break’s service users * Knowledge of Scotland’s Dementia Strategy |
| **WORK RELATED PERSONAL REQUIREMENTS** | * Good motivational and creativity skills to meet the needs of Town Break’s service users and their carers * Tact, sensitivity and empathy * Enthusiastic, energetic, innovative and motivated * Awareness of client confidentiality disclosing information only to appropriate individuals. * The ability to assist the Dementia Services Manager as they strive to provide efficient, effective high quality services. * Project a positive image of Town Break at all times. * Protect the rights and promote the interests of Town Break’s service users and their carers. | * Experience of working with volunteers, or personal experience of volunteering * Experience of working with older people with dementia. |
| **OTHER WORK REQUIREMENTS** | * A commitment to Equal Opportunities | * Able to take part in meetings and other events outside of normal working hours (with agreed notice). |