

Role title	Centre Coordinator
Responsible to	Centre Manager
Location	Alzheimer Scotland Centre

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our vision is a future where dementia doesn't exist. Our mission is to make sure nobody faces dementia alone. Our goals are to prevent dementia by empowering people to look after their brain health, continue to care for as many people as we can who are living with dementia, and to help find a cure by funding research and campaigning for people to have access to any treatments available.

Alzheimer Scotland is committed to fair work and is proud to be accredited as a Living Wage employer. We enable and foster a working environment of trust, integrity and respect, for which everyone in the charity has a responsibility. We work collaboratively and encourage creativity and innovation from our employees and volunteers as we strive to continually improve the ways in which we support people with dementia, their families, and carers.

All Alzheimer Scotland employees and volunteers are encouraged to engage in activity within the charity, and through our Colleague Voice Forum and other outlets we actively promote an effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in a safe and supportive environment.

About the role

The Centre Coordinator will form part of the centre team, supporting the Centre Manager to provide Alzheimer Scotland's programme of support for people concerned about their brain health or affected by dementia.

The Centre Coordinator will be key to the successful delivery of Alzheimer Scotland's vision to develop a programme of brain health and dementia support at identified centres across Scotland. Alzheimer Scotland is named after Alois (A-lo-ish) Alzheimer who first identified the brain disease we now recognise as the leading cause of dementia. By building a range of engaging and supportive services in the heart of their community, the Centre team will ensure that people have access to:

Advice - our expert advisors can offer one-to-one help with anything from building cognitive resilience, to managing money matters and legal issues.

Listening - we offer places to be heard, whatever the question or concern, whenever help is needed.

Opportunities - to connect, learn and share with others in a similar situation.

Information - on all stages of the brain health journey, whether someone is worried about their brain health or living and caring well with dementia.

Support - everyone is welcome in our Centres, where those affected by dementia can feel safe with trusted staff who understand what they're going through.

The Centre Coordinator will support the Centre Manager to bring the ALOIS programme to life.

The Centre Coordinator will ensure that all our Centre visitors and are met with warmth, in a welcoming, friendly environment, by staff and volunteers with the knowledge and skills to meet their needs. The support on offer will be available for individuals and their friends and family, ensuring that we take a whole family approach to care and support.

The Centre Coordinator will support the daily running of the Centre, being a local point of contact for Centre visitors, and carrying out the associated administrative tasks.

The Centre Coordinator will be supporting the co-ordination of a core programme, that will be led by the Centre Manager, of engaging opportunities, groups and events designed to attract audiences who seek to learn more about brain health and dementia. The programme of groups and activities on offer in our Centres will vary from therapeutic, social and peer support to educational sessions delivered by external partners.

Key responsibilities

Role specific responsibilities

- Greet and welcome visitors to the centre, ensuring they sign in the visitor's book and informing the relevant member of staff of their arrival, receive and transfer telephone calls and take brief messages, when necessary, dependent on the needs of the centre, as directed by the Centre Manager.
- Play a role in creating an environment where people accessing the Centre are made to feel welcome, special and valued as individuals, and their concerns are heard and understood.
- Supporting the promotion of the Centre's programme of services and support.
- Be a local point of contact for enquiries into the Centre, informing people about the services we offer and ensuring that people are signposted to the support that is right for them, dependent on the needs of the service and as directed by the Centre Manager.
- Support the day to day running of the centre, ensuring all the relevant resources and supplies are available to allow the smooth running of the centre, groups and activities.
- Responsible for ordering and maintaining adequate stocks of stationery and other materials, maintaining an overview of general office equipment needs.
- Produce a monthly programme detailing the services available, as outlined by the Centre Manager, and promote this widely across the networks.
- Work cooperatively with all centre staff to ensure effective and efficient administrative support is provided.

- Collate salary information (if applicable) and ensure that details are properly authorised and with the Payroll Administrator by the due date each month. Receive and bank donations and fundraised monies and follow the correct procedure for dealing with these.
- Promote local and national fundraising initiatives as required by the service to maximise local support for the brain health service and organisation.
- Signpost enquiries to the Centre Manager for people who are concerned about their brain health.
- Signpost enquiries to the Centre Manager for people who are interested in research participation.

Other responsibilities

- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet), and iTrent (HR and People system) and ensure all required measures relating to the safe and secure use of sensitive and personal data are always adhered to.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate within the context of all Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and CPD/ CPL activities, and personal review and appraisal meetings.
- Adopt and maintain a positive approach in supporting, contributing to, and enabling effective employee voice.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.
- Work flexibly and undertake any other appropriate duties commensurate with the general remit of the role, as required.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Reviewed: July 2023

Centre Activities Coordinator Person Specification

This person specification should be read with the above job description. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

	Essential	Desirable
Skills, ability, knowledge		
Experience of working within the social care or health and wellbeing sectors, ideally with knowledge of brain health and dementia.		✓
Experience in liaising with a range of people and stakeholders		✓
Excellent planning and organisational skills with the ability to manage and deliver a diverse workload ensuring effective prioritisation.	✓	
Ability to work under pressure while paying attention to accuracy and detail	✓	
Ability to analyse problems and develop solutions		✓
Demonstrable interpersonal and relationship building skills	✓	
Dynamic, self-motivated person who has the ability to work unsupervised whilst also being a team player	✓	
Ability to communicate effectively verbally and in writing	✓	
Personal qualities		
Creative approach	✓	
Enthusiastic with a positive attitude	✓	
Empathetic to the aims and values of Alzheimer Scotland	✓	
Flexible in approach	✓	
Qualifications/Experience		
Experience of working in a health setting and/or knowledge of health issues		✓
Customer focused experience including customer service skills and working with the public	✓	