

<b>Role title</b>	Centre Activities Coordinator
<b>Responsible to</b>	Centre Manager
<b>Location</b>	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 Activities Coordinator will form part of the center team, working alongside the Centre Manager to provide Alzheimer Scotland's programme of support for people concerned about their brain health or affected by dementia.

The Centre Activities 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 Activities Coordinator will support the delivery of the ALOIS programme, embedding them within their daily practice and work alongside the Centre Manager to bring the programme to life.

The Centre Activities 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 Activities Coordinator will support daily, open sessions where people are free to drop-in for social connection and peer support. A team of volunteers will be supported to facilitate these sessions, offering a warm welcome and listening ear to all Centre visitors, in a relaxed setting.

The Centre Activities Coordinator will be supporting the development of a core programme 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**

- Work with the Centre Manager to develop a programme of activities for the centre, involving internal resources and external partnerships. All planned groups/activities should align with the ALOIS programme, exploring the most appropriate methods and resources for meeting community and activity outcomes, including group events and individual activities.
- Liaise with a range of key stakeholders, creating effective collaborative partnerships with other organisations who can support the delivery of the Centre programme. This will include developing professional relationships with key stakeholders including Health and Social Care partners, NHS colleagues, Allied Health Professionals, Benefits Advisors, Alzheimer Scotland staff, and a wide range of third sector organisations and community groups, to engage and support service delivery within our centres, and promote a broader understanding of brain health and associated risk factors.
- Ensure that activities within the Centres are thoroughly planned and regularly reviewed and evaluated to achieve good outcomes for people that access the service, including the effective use of resources and the aim to continually improve.
- In conjunction with the Centre Manager create a monthly guide outlining the program of services available and promote this widely across the networks.
- Ensure that people accessing the Centre are made to feel welcome, special and valued as individuals, and their concerns are heard and understood.

- Play a role in creating an environment for staff, volunteers and Centre visitors where support options can be explored together, taking a flexible approach and exploring all aspects of the ALOIS programme.
- Supporting the promotion of the Centre's programme of services and support.
- Support the day to day running of the centre, ensuring all the relevant resources and supplies are available to allow the smooth running of groups and activities.
- Consult with people on their preferences and interests in order to identify, plan, organise and facilitate activities that will best support their outcomes.
- Support the rostering and organising volunteers to support activities and events as required.
- Be a local point of contact for people for people who contact our Centres for to learn more about the support and services we offer.
- Support and promote local fundraising initiatives to maximise local support for the brain health service and organisation.
- Support with the dealing of 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.
- Provide resources, information and sign posting to the Centre Manager for people concerned about their brain health. This will include supporting people to take the Brain Health Quiz within our Centres.
- Promote research participation and raised awareness of the 'Join Dementia Research' register, signposting to the Centre Manager to support these discussions.

### **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: June 2023**

## Centre Activities Coordinator Person Specification

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

The following criteria will be used in selecting a candidate:

	Essential	Desirable
<b>Skills, ability, knowledge</b>		
Experience of working within the social care or health and wellbeing sectors, ideally with knowledge of brain health and dementia.		✓
Experience of developing and implementing initiatives relating to health and wellbeing	✓	
Experience of data gathering, budgeting and report writing		✓
Evidence of leading and managing projects/teams/peers through successful collaborations		✓
Experience in networking and liaising with a wide range of key partners and stakeholders	✓	
Presentation and communication skills to disseminate findings and seek funding		✓
Excellent planning and organisational skills with the ability to manage and deliver a diverse workload ensuring effective prioritisation and balancing of the needs of a range of stakeholders.	✓	
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 and influentially with a range of stakeholders verbally and in writing	✓	
Ability to create engaging presentations using a variety of multi-media formats		✓

Strong presentation skills		✓
Strong leadership skills	✓	
Awareness of Health and Social Care Partnership and NHS structures		✓
Evidence of horizon scanning and embedding projects to evolve an organisation		✓
<b>Personal qualities</b>		
Ability to drive the implementation of plans to achieve objectives	✓	
Creative approach	✓	
Enthusiastic with a positive attitude	✓	
Empathetic to the aims and values of Alzheimer Scotland	✓	
Flexible in approach	✓	
<b>Qualifications/Experience</b>		
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	✓	
Proven track record in building and developing partnerships	✓	
Experience of planning, developing, implementing, evaluating and reviewing operational activities.		✓
Experience and/or knowledge and understanding of health behaviour change and/or motivational interviewing		✓
Experience of delivering training, presenting and/or adult education	✓	
Evidence of continued professional development		✓
Experience of working collaboratively and in partnership with individuals, groups, organisations and stakeholders internally and externally	✓	