

Role title	Carer Liaison Advisor
Responsible to	Commissioned Service Lead
Location	Location/Portfolio Based

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 role of the Carer Liaison Advisor is to offer practical and emotional support to families and carers of people living with a diagnosis of dementia. The Carer Liaison Advisor will take a proactive approach to support people in their caring role and assist them to maintain their own health and well-being. The role may also include supporting carers who have recently been bereaved or whose relative is in residential care or transitioning to a residential or care home.

The Carer Liaison Advisor will work in close collaboration with key stakeholders including Commissioned Service Leads, and others to achieve positive outcomes for people living with dementia, their families, and carers across the portfolio.

The Carer Liaison Advisor will contribute to the successful delivery of the ALOIS Programme of Brain Health and Dementia Support, in relation to support for carers. This unique approach is inspired by the pioneer, Alois 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 Carer Liaison Advisor 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 broad aim of the role is to enable carers to access information, advice, practical support, and resources that supports their wellbeing. You will help families, and carers to find their way through the health and social care system and in particular where transition from home to residential or care home is being considered.

The Carer Liaison Advisor will help carers to understand their rights, help them to have an active voice and facilitate meaningful engagement.

You will work flexibly and collaboratively with your line manager and other colleagues to develop and deliver initiatives that contribute towards the achievement of positive outcomes. You will contribute constructively to portfolio planning, working with colleagues in a manner that promotes a culture of highly effective engagement. You will be a supportive and respectful colleague who acknowledges, appreciates, and supports the work, ideas, and activities of others.

You will develop partnerships and collaborative relationships with volunteers, colleagues, members, supporters, community groups and other professionals to nurture and support a wide range of carer support.

You will work in a manner that ensures safe practice and contributes to the delivery of the ALOIS ethos and within the organisation's Quality Framework. You will ensure you are compliant with health and safety legislation and that Alzheimer Scotland's standards, policies and procedures are followed at all times.

Carer Liaison Advisor - Key responsibilities

Role specific responsibilities

- Contribute to portfolio planning and delivery of the ALOIS ethos and programme with a focus on carers.
- Be a point of contact for families and carers to navigate the system of health and social care and access to services and support.
- Provide information, advice and support to families and carers, about dementia, available services, and resources about money and legal matters including how to access self-directed support, aimed at empowerment, physical and emotional wellbeing, choice, and control.
- To ensure that families and carers are receiving the welfare benefits, allowances, and concessions to which they are entitled. Liaising with other colleagues where required for more complex situations.
- To develop and deliver a range of in person and online groups, activities and initiatives that support carers, including carer education courses, peer support for carers and other forms of group carer support as appropriate, in a planned and coordinated way, underpinned by the ALOIS ethos.
- Maintain accurate record keeping to support effective reporting and demonstrate meeting our quality assurance guarantee.
- Contribute to the compilation of service reports within agreed time scales.
- Contribute to reviewing, revising, and creating content for our information provision in collaboration with the Communications and Campaigns team.

- Contribute to the development and delivery of Alzheimer Scotland's awareness and fundraising campaigns. To collaborate with our Communications and Campaigns, and Stakeholder Engagement teams.
- Facilitate the active voice of people living with dementia and their carers to ensure this informs all we do.
- To line manage volunteers depending on the organisational structure of the portfolio.
- To deliver to, and contribute to contract monitoring where appropriate, such as where services are commissioned.
- To promote and maximise use of the Dementia Resource Centre and/or local connection point.
- To support and promote fundraising and fundraising initiatives to maximise local support for the organisation.
- To work flexibly with colleagues and provide short-term support cover within and across other portfolios as well as on a national basis, when required.

Other responsibilities

- To ensure compliance with internal policies, procedures and standards including compliance with Health and Safety legislation, and wider policies and procedures.
- 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 adhered to at all times.
- Actively communicate, engage and 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: September 2023

Person Specification
Carer Liaison Advisor in Commissioned Service portfolio

This person specification should be read with the job description for the post of Dementia Advisor. 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 and Abilities		
Excellent leadership skills		✓
Ability to work collaboratively.	✓	
Having the ability to cope with limited resources, seize opportunities and think creatively and exercising judgement and initiative.	✓	
Able to communicate, negotiate and collaborate effectively with a wide range of people and organisations and able to influence others.	✓	
Self-motivated, dynamic, and able to work without close supervision.	✓	
Approachable, with excellent listening skills, tact, and the ability to offer support and encouragement in a non-judgmental manner.	✓	
Excellent interpersonal and communication skills both verbal and written.	✓	
Shows a commitment to and understanding of equal opportunities, the elimination of discrimination and the empowerment of individuals and groups.	✓	
Good organisational skills and proven ability to manage own time and workload.	✓	
Competent in the use of Microsoft Outlook and using internal digital systems.	✓	
Qualifications		
Recognised professional qualification in health, social work, or related field.		✓
Understanding of Health and Safety and environmental health regulation and practice relevant to social care.		✓
Experience and Knowledge		
Experience of staff management, including the use of reflective practice.		✓
An understanding of the volunteering role within a charitable organisation.		✓

Understanding and/or experience of working in a rapidly changing environment.	✓	
Understanding and/ or experience of working with or supporting people living with dementia and their families.		✓
Experience of delivering presentations and undertaking responsibility for learning and development within a team.		✓
Understanding and support of the principles of the Fair Work Framework.		✓
Understanding and experience of the importance of fundraised income within a charitable organisation.	✓	
Other		
Full and valid driving licence and access to a vehicle during working time.		✓