

**Job Title:** **Wayfinder - (Dementia Information & Advice)**  
**Reporting to:** **Senior Wayfinder**  
**Salary:** **FTE - £25,992.00 – Pro rata £15,595.30 per annum**  
**Hours:** **22.5 hours per week**  
**Days:** **3 days per week, must include Monday's**  
**Contract Type:** **Permanent – Part Time**  
**Location:** **Sage House, Tangmere, PO20 2FP & Local Community**

This role would suit someone with experience and background as a Support Worker, Occupational Health Therapist, Social Worker, Adult Social Care and an interest in Dementia. If you are interested in a role that gives advice, information and guidance to others then apply now.

## Position Overview

Are you looking for a caring role where you really make a difference to people living with dementia? Are you dynamic, warm, caring, energetic and passionate about delivering high quality support to customers living with dementia and their families? Great! then come join our team of likeminded people who are making a difference every single day.

Our Wayfinder position is a part time role, and you will work as part of a team to provide a high level of support to our customers living with dementia and to their families. Our Wayfinding service is designed to provide innovative and empowering support by providing information, advice and emotional support throughout the persons journey of dementia.

The responsibilities of the role include creating a safe and supportive environment for our customers to have open conversations and provide compassionate support and guidance while observing changes in a customer's condition and advising on appropriate action.

We are a busy charity and constantly innovating and experimenting with new ideas, so embracing that can do attitude and working collaboratively with the broader team to help make things happen will be a huge asset. Our Wayfinders also talk to our customers in our café to support our Chatter Tables at Sage House and no day is ever the same. It is an incredibly rewarding place to work and we create a positive and friendly environment for our customers.

You will be joining an incredible team of people, who are driven by making a difference. Every day at Sage House is different, we run themed days, host workshops, chatter tables and so much more.

You will also receive free onsite parking, prorated annual leave and bank holidays, an extra day off for your birthday and a workplace Pension and Life Assurance, plus other staff benefits.

**Would you like to come and be part of this incredible team? Join us and become a Wayfinder and be at the heart of all we do.**

**To apply visit <https://www.dementiasupporthubs.org/work-for-us>. If you would like to discuss the role in more detail, please speak to Reece Jobe on 01243 888 691.**

## Job Purpose

Subscribing to the values of the Charity, you must be committed to working together with others to improve lives of people living with dementia. By working with integrity and commitment to maintain high professional standards and deliver excellence in our work, together at Sage House we ensure that everyone matters.

High quality, compassionate and friendly information services are key to our vision and we expect all staff to join us in delivering these organisational values. As a Wayfinder at Sage House and within the local community you will work as part of a team to deliver information and guidance to our customers which include;

- ✿ Caring and treating people with compassion, kindness, dignity and respect while providing up to date information and guidance on dementia
- ✿ High quality & effective in achieving good outcomes and recognise cognitive changes
- ✿ Responsive to what people need to live well with dementia
- ✿ Inclusive, person-centred and innovative

The role will work in an effective team providing information and support in a positive, nurturing and safe environment.

## Responsibilities

The specific accountabilities of the role may alter on occasion to meet the needs of the charity and its customers. Accountabilities will include (or be equivalent in nature to) those listed below:

- ✿ Provide accessible information that is current and accurate and give guidance on living well with Dementia, including emotional support
- ✿ Provide support to customers and their carers to enable them to navigate their way through the health and social care system
- ✿ Deliver an effective customer focused service, meeting defined performance indicators
- ✿ Provide face to face, telephone or email support and advice to enable our customers and their carers to make informed decisions
- ✿ Signpost and support access to the right services at the right time including signposting the counselling provision to help people discover ways of coping in the longer term
- ✿ Provide emotional support to those customers who may be anxious about receiving a diagnosis
- ✿ Assist the Senior Wayfinder to support and co-ordinate volunteers who support our Café chatter tables
- ✿ Create and maintain key working relationships with internal customers, colleagues and external partners/organisations
- ✿ Ensure customer information is gathered and our care system database (Charitylog) is updated and accurate notes are keyed, adhering to the Data Protection Act & GDPR
- ✿ Support Equality & Diversity by respecting customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin
- ✿ Assist at Community Outreach when required
- ✿ Any other duties commensurate with the post

## Knowledge & Skills

- ✿ Kindness, empathy, energy and a positive attitude
- ✿ A friendly and approachable demeanour
- ✿ Organisational and planning skills
- ✿ Knowledge of dementia and the issues faced by people living with it as well as their carers
- ✿ Ability to work independently using initiative
- ✿ Adaptable and flexible approach to work
- ✿ Demonstrates a can-do attitude and responds positively to changing priorities
- ✿ Ensures a high-quality standard of service is always delivered
- ✿ Good communication & listening skills
- ✿ Competent IT user of Microsoft Office packages and general admin duties
- ✿ Knowledge of updating customer records/data onto care systems

## Qualifications & Experience

- ✿ Educated to GCSE level or equivalent including English and Maths – essential
- ✿ Level 2 NVQ QCF Qualification in Health & Social Care including relevant dementia care units or a commitment to work toward it – essential
- ✿ Level 3 in Health & Social Care - desirable
- ✿ Counselling experience - desirable
- ✿ Personal or lived experience of working with people living with dementia and their carers
- ✿ Customer service experience dealing with people face to face and over the telephone
- ✿ Knowledge of lifestyle behaviours that affect health and wellbeing
- ✿ Experience of providing information, advice and guidance in either a paid or voluntary capacity - desirable

The post holder is required to undertake an Enhanced DBS check which will be paid for by the Charity and the successful candidate must have own transport and full UK driving licence.