

Group Facilitator

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Group Facilitator

Position in the Organisation

Reports to the Local Services Manager.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

A Group Facilitator will co-ordinate, organise and facilitate or deliver the successful and safe provision of group services. Group activities can inform, educate, support and provide structured activities with identified outcomes for attendees. Groups are for a specific type of service user, for example groups for people with dementia only or people with dementia and their carer. The type of service delivered in a group may be face to face, virtual or a mixture of both and include (this list is not exhaustive):

Dementia Café

Activity Groups

Singing for the Brain Groups

Information Groups

Peer Support Groups

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

- Responsible To have a clear understanding of the aims, objectives and desired outcomes of the different group services the Society may provide, and communicate this effectively to service users, staff, volunteers and other agencies.
- To setup, promote, establish, organise and facilitate or deliver group(s) and ensure that all attending are supported to fully engage in the session.
- To recruit and role manage volunteers that the volunteers have clarity about their roles and undertake appropriate training.
- To be receptive to the views and feedback of service users during development of the group and when seeking to plan, develop and design future groups, taking into account the individual needs of members of the group
- Follow Society service specifications and where applicable ensure contractual requirements are adhered to.
- Actively promote our services across all communities to encourage all people affected by dementia to feel included and able to access our services.

- To assist the service users to feel welcome and to understand the aims and benefit of the group(s), and ensure all new attendees are provided with information about the group.
- To ensure that accurate, relevant, and up to date information is available at all groups
- To ensure that the group is appropriately organised and arrangements communicated with service users, employees, volunteers, and any other internal or external facilitators; and that the relevant health & safety checks and risk assessments have been completed.
- Ensure that the protection of people affected by dementia is paramount, recognising potential safeguarding concerns, and confidently referring to the Safeguarding Team and outside agencies if appropriate.
- Proactively support an inclusive and welcoming working environment where all colleagues and volunteers and people we support feel able to be themselves.
- To support the group by acknowledging conflict areas and working towards swift resolution.
- Once service users are no longer eligible to attend the group signpost to other, more appropriate services for example local DA or telephone hub.
- To have an exit strategy for service users in line with the group(s) eligibility criteria, for example service users whose needs can no longer be met by the group.
- To record group attendance and activity in line with Society requirements including risk assessments Service User consent, baseline and demographic information
- To respond to quality audits including Making Evaluation Count using the computerised record system.
- To ensure that the group meet in a safe and secure place and that sessions work within their time allocation.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.

- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.
- To record group attendance and activity in line with Society requirements including risk assessments Service User consent, baseline and demographic information
- To respond to quality audits including Making Evaluation Count using the computerised record system.
- To ensure that the group meet in a safe and secure place and that sessions work within their time allocation.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Good knowledge of dementia and an understanding of the needs of people with dementia and their carers	E	A/I
Experience in a care or support environment	E	A/I
An understanding of the value of groups activities to people living with dementia	E	A/I
Experience of conflict resolution	D	A/I
An understanding of the need for non-judgemental communication and service user confidentiality	E	A/I
Experience of co-ordinating and role managing volunteers	E	A/I
Experience of lone working and working independently within the community	D	A/I
Able to travel within the service area	E	A/I
Experience of record keeping and writing reports.	E	A/I
Experience of monitoring a budget and allocating resources effectively	E	A/I
Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act	E	A/I
Good IT skills including MS Word, MS Outlook, Zoom and Teams	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Able to assess and evaluate client need	E	A/I
Able to reflect on difficult situations and be resilient in managing own stress.	E	A/I
Excellent communication skills, both verbal and written	D	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work.	E	A/I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business.	E	A/I
Excellent organisational, facilitation, and timekeeping skills.	E	A/I
Excellent attention to detail.	E	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Our benefits



Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working