

Job description

Job title:	Admiral Nurse, Delivered Services
Team:	Delivered Services
Location:	Remote working
Hours of work:	37.5 hours across a 7-day service (variable shift patterns depending on service area)
Contract:	Permanent, full time
Benefits include:	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Deputy Clinical Lead / Head of Helpline and Clinics
Direct report/s:	N/A

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values-driven charity, providing specialist dementia support and advice for families through our Admiral Nurse delivered services. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected, and thrive.

Purpose of job

Delivered services provide specialist dementia nursing expertise and biopsychosocial support to all who contact the service. The service includes the national dementia helpline and virtual clinic appointments. Our specific focus is

to support family carers, people affected by dementia, and professionals who require specialist dementia advice in UK localities where there is no Admiral Nurse Service available.

Full-time time Admiral Nurses will have one day a week assigned to lead and support other clinical projects across the Charity. In addition, the post holder will be required to attend monthly clinical supervision and a range of learning opportunities to support their ongoing continual professional development.

Key accountabilities and responsibilities

1. Provide specialist nursing support, suggest therapeutic interventions, and give practical advice and skilled emotional support to family carers of people with dementia, and people with dementia themselves, at all stages including bereavement.
2. Lead and Coordinate shifts as required and undertake comprehensive triage activities to ensure that support is delivered in a timely way
3. Offer expertise and guidance to professional colleagues, the general public, and others in supporting family and relationship-centred approaches and best practice in dementia care.
4. Assist with the development, evaluation, and audit of the service
5. Provide up-to-date clinical advice, support, liaison, and in negotiated circumstances, education, and training to other staff/agencies involved in dementia care.
6. Use the Admiral Nurse Competency Framework to support the development of own Admiral Nursing practice
7. Participate in and make effective use of Dementia UK clinical supervision and practice development in negotiated circumstances
8. Provide clinical supervision to others
9. Promote Admiral Nursing and a family-centred approach to dementia care through all aspects of work.
10. Act as a role model for excellent advanced communication skills and expertise.
11. Act as a role model demonstrating high standards of care and providing clinical leadership to others.
12. To meet the multiple and often complex needs of families affected by dementia through assessment of health and wellbeing, including assessment of risk where appropriate; advising on developing, implementing, and evaluating intervention strategies
13. To take action in a timely way where there are safeguarding concerns in line with Dementia UK policies, clinical guidelines, and procedures
14. Maintain clinical records using the relevant clinical information system, and provide verbal and written feedback appropriately and as required, to carers, persons with dementia (as appropriate), and professional colleagues.
15. Promote the health and well-being being of families affected by dementia in line with health and social care policy, guidelines, and legislation.

16. Act as an advocate for family carers (with permission) to facilitate access to services and influence care provision in certain circumstances
17. Ensure that advice is delivered in accordance with our delivered services standards and other relevant Dementia UK and national standards such as those recommended in NICE guidelines, national dementia and carer strategies/ plans
18. To recognise the limits of own competency and professional boundaries, seek timely advice, and make timely and appropriate referrals in respect of clients' needs.
19. To promote the rights, interests, needs and, choices of carers and people with dementia when advising, planning, supporting and, evaluating plan of care and services.
20. To deliver nursing practice in accordance with the agreed policies and procedures of Dementia UK, the NMC Code of conduct, and other relevant nursing policy.
21. To maintain professional registration in line with NMC guidance including revalidation
22. To participate in service-based evaluation, audit and research
23. To work positively with colleagues to maintain effective relationships.
24. To work with the Delivered Services Clinical Leadership team to manage demands placed on the service.
25. Participate in and lead, where appropriate, formal training events such as courses, conferences, seminars, and workshops at all levels, maintaining and contributing to higher-level educational programs in dementia care, disseminating Admiral Nursing work, and promoting best practice in dementia care.
26. To integrate into practice current knowledge of dementia and caring, informed by research, evaluation, and other forms of evidence.
27. To comply with Dementia UK's arrangements for continuing professional development, including being aware of own development needs and how they can be met to support own practice on the telephone helpline.
28. To maintain up to date knowledge base of resources, service provision, policy context, new approaches, interventions, and treatments in dementia care and contribute to local policy and procedure development and review.
29. To contribute to a learning environment, working closely with teams cross the clinical services directorate.
30. To contribute to the development of policies, procedures and protocols relevant to delivered services
31. To promote equality of access and opportunity in all aspects of the work.
32. To take all reasonable steps to manage and promote a safe and healthy working environment that values diversity, and is free from discrimination.
33. To comply with Dementia UK policy on confidentiality, and the Data Protection Act 1998 as amended, relating to information held manually or on computerised systems.
34. Respect the confidentiality and privacy of clients (families affected by dementia) and staff at all times.
35. Maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors and themselves, reporting any accidents or fault in line with Dementia UK policies.

36. To participate in personal training, development, appraisal, and attend all relevant training courses as required.
37. Ensure that the data is relevant, accurate, complete, and captured in a timely manner so that it is fit for purpose. Nurses must follow the agreed policies and procedures. A data subject e.g. an employee/patient, has a right to expect this under the Data Protection Act's fourth principle - Personal data shall be accurate and where necessary kept up to date.
38. Ensure that all information relating to patients, clients and staff gained through employment with Dementia UK is confidential. All employees have a responsibility for ensuring the security of information e.g. clients personal information, passwords and relevant equipment. Disclosure to any unauthorised person is a serious disciplinary offence. All documentation and statistical information entered onto the clinical database is a permanent record of casework.

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UK's policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may be necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

Essential			
Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
Registered Nurse, active on NMC register	X		
Post-registration qualification/training in dementia care or relevant subject			
Significant experience as a practicing Admiral Nurse or dementia specialist nurse	X	X	
In-depth specialist experience working with people with dementia and their family carers/supporters/ in different settings	X		X
Experience of working with individuals in a variety of roles and settings	X		X
Evidence of an in-depth knowledge of Dementia Care			
Demonstrated experience of working as an autonomous practitioner			X
Experience of working with service users to develop practice			X
Up-to-date knowledge about dementia and how this affects individuals day-to-day life, relationships, family and support networks			X
Clearly developed values and beliefs base that underpin practice			X
Advanced assessment skills			X
Counselling skills			X
Evidence of knowledge and experience of delivering a wide range of therapeutic interventions in dementia care			X
Advanced knowledge of carers needs and carers experience			X
Understanding of the process of promoting best practice and the contributing of multi- disciplinary team working			X

Ability to evaluate clinical practice			X
Understanding of ethical and legal issues relating to dementia care			X
Ability to be highly organised, in order to manage and prioritise workload as part of a team			X
IT literate e.g. Microsoft Word, Excel, Power Point,			X
Prepared to work flexible hours. The helpline is open 7 days a week, 9am-9pm. Remote working for helpline nurses is negotiable	X		X
Good understanding of the role, and of wider operational / organisational networks			X
Facilitation skills			X
Knowledge of relevant national policy and practice initiatives			X
Presentation and teaching skills			X
Proven ability to learn through practice			X
Evidence of recent continuing practice development			X

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Excellent communication skills (verbal and written), self-awareness, and empathy	X	
Professional and confident telephone manner with the ability to explain clinical information to lay people in a clear, concise and appropriate manner, demonstrating compassion when necessary		X
Ability to provide support to team members		X
Ability to operate effectively with a constantly developing relationship with key stakeholders and associated agencies		X
Able to work under own initiative	X	X

Personal attributes		
Criteria	Application	Interview
Ability to build constructive relationships with warmth and empathy	X	
Ability to deal with complex and difficult emotional reactions and situations		X

Ability to treat clients with respect and dignity, adopting a culturally sensitive approach which considers the needs of the whole person		X
Positive mental attitude and a willingness to discuss and negotiate issues and ideas	X	X

Our values

Compassion
Collaboration
Integrity
Ambition