POSITION DESCRIPTION
Reviewed: November 2017

POSITION TITLE: Specialist Dementia Advisor
DEPARTMENT: Client Services
LOCATION: Geelong (Barwon South West Region)

POSITION REPORTS TO: Program Manager, Rural Services
POSITION SUPERVISES: Nil

PURPOSE OF POSITION:
This position contributes to Dementia Australia’s Mission through the provision of information, counselling, referral, resourcing and innovative responsive service models - including specialist services to people with less common forms of dementia.

POSITION PARAMETERS:
1. The incumbent is expected to exercise initiative and problem solve with considerable autonomy, under broad direction from the Program Manager, Rural Services.
2. This position operates according to the ethical standards and protocols applicable to the incumbent’s professional discipline, and the service standards, policies and procedures of the organisation.
3. This position operates in accordance with the objectives and strategies of the organisation’s Departmental Plan (for Client Services Department) and will undertake priority activities as determined by the General Manager of Client Services.
4. This position works collaboratively with other Dementia Australia staff within the context of the National Program.

POSITION OBJECTIVES
1 General Organisational Items (applying to all staff)
   1.1 To be able to describe the organisation’s Vision, Mission, Aims and Services.
   1.2 To assist in the positive promotion of the organisation and its services in all contacts with the community and stakeholders.
   1.3 To assist in the dissemination of the organisation’s message to the broader community, to enhance the community’s understanding and acceptance of the needs of people with dementia and their families and carers.
   1.4 To recognise the values of the organisation and participate in building a team of high quality staff and volunteers.
   1.5 To participate in the organisation’s general and policy development.
   1.6 To act in accordance with the organisation’s policies and procedures at all times.
2 **Independent Position Responsibilities**

2.1 Support people with dementia, their families and carers by providing counselling, information, education, referral and other interventions.

2.2 Provide specialist services to people with less common forms of dementia, and their family members and carers.

2.3 Provision of brief, episodic counselling services, in person or by telephone or web.

2.4 Participate in processes that align with Client Services’ centralised intake system.

2.5 Provide appropriate and timely services to clients.

2.6 Provide secondary consultation with staff colleagues, both in the Barwon South West and other regions, in regard to less common forms of dementia.

2.7 Either directly, or via support to Dementia Australia staff in other regions, establish evidence-based ‘support group’ models.

2.8 Establish and maintain consistent partnerships and service linkages with key Victorian service organisations in particular Cognitive Dementia and Memory Services, Aged Care Assessment Services and other key agencies and individuals.

2.9 Document and report all aspects of service delivery according to specified procedures.

2.10 Participate in qualitative and quantitative evaluation of the service model.

2.11 Resource, support and promote telephone and internet based support service models, including the National Dementia Helpline.

2.12 Liaise with volunteers in support of services to people impacted by dementia.

2.13 Provision of dementia related information and training sessions to volunteers, service providers, community members and the general public aimed at enhancing knowledge and skills.

2.14 Facilitate group work as required.

2.15 Liaise broadly and promote Dementia Australia’s services in the region.

2.16 Participate in the development of innovative service models for people with dementia and their families.

2.17 Participate in and contribute to service evaluations, planning and development.

2.18 Engage in staff supervision and professional development sessions aimed at continually improving quality service provision.

3 **Management Support Responsibilities:**

3.1 Work co-operatively and collaboratively with the Client Services Leadership Team and other staff and contractors to ensure achievement of the objectives of the Client Services Department.

3.2 Prepare reports as required by the General Manager of Client Services.

3.3 Bring to the attention of the Program Manager Rural Services, any matter of significance to the achievement of the objectives of the Client Services Department.

3.4 Participate in other team projects/activities relevant to the position.
4 Supervision Responsibilities

4.1 Participate in supervision (including peer supervision) provided by the organisation, as appropriate to the appointment.

4.2 Participate as required, to provide buddy/peer support to new employees who are employed as Counsellors/Dementia Consultants.

4.3 Participate in the Performance Development and Review process.

CONDITIONS OF EMPLOYMENT:
Terms of engagement are specified in the Alzheimer’s Australia Vic Enterprise Agreement 2016.
- A six month qualifying period applies to all new incumbents.
- Salary packaging is available to eligible employees.

AWARD CLASSIFICATION:
Counsellor: Grade 3 (depending on qualifications and experience)

QUALIFICATIONS:
Tertiary qualifications in psychology, social work or another related area in the health and social services sectors.

KNOWLEDGE AND EXPERIENCE:
1. Highly developed counselling skills.
2. Experience in screening and assessment.
3. Experience working in Aged Care or related field.
4. Computer literacy across a range of Microsoft applications.

PROFESSIONAL ATTRIBUTES:
The professional attributes described below compliment and support Dementia Australia’s National Vision, Mission, Values and Aims;

At DA, we believe that leadership and values are inseparable. We each have the capacity and opportunity to demonstrate leadership at all levels of the organisation whatever our role, guided by a shared commitment to:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mutual Respect</td>
<td>…we all have a unique and valuable contribution to make</td>
</tr>
<tr>
<td>Honesty</td>
<td>…openness, transparency and the preparedness to speak up</td>
</tr>
<tr>
<td>Good will</td>
<td>…generosity of ‘spirit’</td>
</tr>
<tr>
<td>Personal Accountability</td>
<td>…we each own our personal contribution and responsibilities</td>
</tr>
<tr>
<td>Courage</td>
<td>…challenging ourselves to do better</td>
</tr>
<tr>
<td>Integrity</td>
<td>…acting consistently with our shared values</td>
</tr>
<tr>
<td>Collaboration</td>
<td>…great benefit is derived from collective endeavors</td>
</tr>
<tr>
<td>Continual Improvement</td>
<td>…being open to ideas and addressing weaknesses</td>
</tr>
<tr>
<td>Humility</td>
<td>…embracing opportunities to learn from our mistakes</td>
</tr>
<tr>
<td>Collegiality</td>
<td>…coaching and supporting each other to achieve our full potential</td>
</tr>
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PERSONAL ATTRIBUTES:
1. A personal commitment to the Mission of the organisation.
2. A preparedness to meet the broader needs of the organisation while meeting the specific objectives of the role.
3. A willingness to work cooperatively and collaboratively within the Client Services team and with the organisation’s staff, volunteers and clients.
4. A commitment to quality service delivery.
5. Well developed organisational skills and good attention to detail.
6. Highly developed interpersonal skills.
7. Capacity to work autonomously, often as a sole worker, and to be a self-starter, with demonstrated initiative.
8. An empathy and concern for people with dementia, their families and carers.

KEY SELECTION CRITERIA:
(Each of the criteria must be addressed by the applicant, inclusive of supporting evidence)
1. Tertiary qualifications in a relevant discipline.
2. Eligibility for registration with, or membership of, a relevant professional body or association (eg Australian Health Practitioner Regulation Agency or Australian Association of Social Workers)
3. Expert knowledge of the causes, neurological underpinnings and manifestations of dementia and its impacts on family members
4. Extensive counselling, screening and assessment experience including telephone and web based counselling
5. Experience in delivering educational and group programs
6. Demonstrated capacity to forge strong links and effective communication with key service providers
7. Excellent interpersonal and communication skills and a demonstrated capacity to deliver high quality presentations
8. Well developed case note, record keeping and report writing skills
9. Knowledge of the issues involved in dementia and an understanding of the Aged Care and Disability Sectors.

ADDITIONAL REQUIREMENTS:
The (prospective) employee will be required to:
1. Maintain a current driver’s licence.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a satisfactory Police Check prior to being offered the position.
4. Advise the organisation in writing of any condition (physical or psychological) which may impact on the ability to carry out the work as described.
5. Be flexible in work hours at times to meet the reasonable demands of this position.
6. Be willing to undertake travel as required with the position.
KEY PERFORMANCE INDICATORS:
(These will be formally determined with the employee.)

SIGNATURES:
The employee’s signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

Employee: 
Sign: ___________________________________  Sign: ________________________________
Date: ________________________________  Date: ________________________________

Manager: 