

**Dementia Project  
Officer – DAOS**





# WELCOME

## **A few words from our CEO**

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

**Emma Howitt**  
**CEO**

## Our Values

### CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

### WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

### TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

### DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

### PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



“When joining the Friday group, I didn't realise my wife and I would gain a group of friends and a social life. The group is full of fun and laughter as well as puzzles to keep the brain working.”

**John, Redcar & Cleveland**

# Dementia Project Officer – DAOS

## About This Role

Delivery and development of Dementia Advisory Outreach Service (DAOS) via person centered advice, information, signposting, Group work and support to people living with Dementia and their family/carers.

Raising awareness amongst professionals and the community of the issues faced by people living with dementia and those close to them, and of the support our DAOS service and other local services can provide.

Promoting a 'no wrong door' approach to Dementia support.

Being a local advocate for people living with or affected by Dementia.

## Main Duties

- Being a point of contact for advice and guidance to the people affected by or living with Dementia
- Collating monitoring information and producing draft reports
- To actively promote the service across Redcar and Cleveland
- Ensuring all referrals are managed within a timely manner
- Using a person-centred and service user led approach to work with people affected by or living with Dementia and their families / carers to identify strengths and challenges and develop support plans
- To provide emotional support, and self-care techniques for people affected by or living with Dementia and their families / carers to help them manage their own wellbeing
- To risk assess and review in accordance with Minds policy and procedure
- To provide advice and information on local services, groups, and peer support; and to help people to access these services where needed
- To provide advice and information on the rights of people living with Dementia and their families/carers, including rights to assessments, information related to the Care Act (2014), and signposting to legal advice
- To provide advice (non-clinical) and information (non-clinical) to local services and professionals about Dementia and Dementia services
- To provide basic advice and guidance on money or benefit issues, housing, OT referrals, and general Dementia related issues, and to refer on for specialist advice where needed
- Ensure the service outcomes are worked towards and achieved where possible as per service requirement
- Ensure all records are accurately recorded in compliance with Minds policies and procedures
- To respond to any safeguarding concerns in a timely manner
- As part of the wider team actively contribute to service development
- To keep up to date with national and local policies that affect people living with Dementia and their families / carers and passing on relevant information to service users and to colleagues
- To represent the service and Teesside Mind at external meetings and events as agreed
- To work within the policies and procedures of Teesside Mind at all times
- To take part in support, supervision, training, and development and as required
- To undertake other tasks commensurate with the position as required

## Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Level 3 Relevant qualification or sufficient relevant experience in a similar role	●	
Relevant degree or equivalent in social sciences, health, or education		●
Experience of working in mental health or support service/s	●	
Ability to meet agreed/specified service targets	●	
Experience of partnership working	●	
Experience of assessing and support planning using person-centred approaches	●	
Experience of recognising when someone needs additional support	●	
Experience of delivering coping strategies and self-care techniques	●	
Experience of lone working	●	
Experience of effectively managing own case load	●	
Experience of risk management and safeguarding	●	
Worked in a service where agreed targets in place demonstrating clinical outcomes		●
Lived experience of a mental health difficulty (self, family)		●
Working as a team to help develop a service		●
Experience of working in a Dementia related service		●

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrates knowledge of issues faced by adults caring for another adult with Dementia	●	
Demonstrates an understanding of how Dementia might affect individuals and their families/carers	●	
Knowledge of monitoring and evaluation methods, particularly those with an outcome focus	●	
Knowledge of services within the local area		●
Knowledge of the Outcome Star way of working		●
Knowledge of the Redcar and Cleveland area		●
Knowledge of national policy and legislation in relation to Dementia		●
Knowledge of the Voluntary and Community Sector		●

<b>Skills and Competencies</b>	<b>Essential</b>	<b>Desirable</b>
Planning skills, organisation skills, negotiation and problem-solving skills	●	
Ability to build effective relationships with a wide range of people	●	
Listening and support skills, communication skills and interpersonal skills.	●	
Administration, IT, and accurate record keeping skills	●	
Ability to self-motivate, work on own initiative, and make appropriate decisions	●	
Ability to work flexibly as part of a team	●	
Time management skills and a calm approach when working under pressure	●	
Ability to adhere to professional boundaries	●	

Other Personal Qualities	Essential	Desirable
Respectful, non-judgmental, and understanding approach to others	●	
Energy, enthusiasm, and perseverance	●	
Willingness to seek and use supervision and support	●	
Commitment to providing high quality services	●	
Commitment to Mind's values, policies, and procedures	●	
Commitment to continuing professional development	●	
Willingness to work flexibly and undertake different tasks as required	●	
Car driver required due to the outreach nature of the role	●	

## Main Terms and Conditions

**Job Title:**

Dementia Project Officer – DAOS

**Contract:**

Permanent

**Responsible to:**

Line Manager

**Hours:**

Between 15 -18 hours per week working across Redcar and Cleveland. Flexible working pattern to fit the needs of the service. Preference is that one of the days to include a Wednesday

**Salary:**

£26.000 (pro rata to 36.5 hours a week)

**Location:**

Office time at Redcar Civic Centre required to work across Redcar and Cleveland

**Disclosure:**

This position is subject to a 26-week probationary period, satisfactory references, Mind's policy on the Protection of Vulnerable Adults and an enhanced CRB check and subsequent re-checks

## How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Andrea Fourie.

Candidates will be invited to attend an interview on Thursday 23<sup>rd</sup> April 2026.

**Closing date for applications:**

**Friday 10<sup>th</sup> April 2026**

## Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

## Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH\*
- Up to 2 days (15 hrs) off for volunteer / charity work\*
- Up to 3 days (22.5 hrs) off for time off to care for dependants\*
- Up to 6 hrs for medical appointments\*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member\*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

## Other Family Friendly Benefits:

- Flexible working\*\*
- Hybrid working\*\*
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

## Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- \*All benefits are pro-rata for part time or part year contracts
- \*\* Subject to meeting the needs of the individual, the team and service delivery

INFORMATION PACK

## Dementia Project Officer – DAOS



The Mind Centre,  
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