

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Specialist Carers Practice Advisor - Dementia
Grade	9	Reports to (role title)	Professional development manager
JE Band	314-370	Directorate / School	AWHP
Date Role Profile was created		Service / Department	Academy
Agile	Community	DBS Requirement	Enhanced with Adults

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The Adult Academy Carers Practice & Dementia Advisor role will support the development and embedding of high-quality carer practice across AWHP, with a particular focus on improving outcomes for unpaid carers supporting people with dementia. The post holder will work alongside operational teams, managers and partner organisations to promote carer-friendly practice in line with the Care Act 2014, ensuring carers are identified, recognised and supported appropriately throughout their caring journey. As an experienced adult social care professional, the person will demonstrate extensive practical experience around carers and social care practice. They will lead on the development and delivery of learning, guidance, tools and resources that build practitioner confidence and capability in working with carers, especially those who look after someone with dementia. They will support the development, implementation, and evaluation of practice improvements for carers, ensuring that services are responsive, person-centred, and aligned with statutory responsibilities. They will use evidence, feedback and insight from carers, staff and partner organisations and in the unpaid carers chapter in the joint strategic needs assessment (JSNA) to support improvements in practice and promote consistency across services.
Work Context	Working across AWHP and with health, VCSE and community partners, the post holder will support initiatives that help carers access information, advice, emotional wellbeing support, training and community resources. Particular emphasis will be placed on supporting carers of people living with dementia, recognising the increasing prevalence of dementia and the significant impact caring can have on carers' wellbeing, resilience and quality of life. The post holder will work with a degree of autonomy, providing specialist advice and support to practitioners and managers while contributing to the delivery of wider carer and dementia priorities. The post holder will work directly with unpaid carers as well as professionals, supporting the delivery of practical dementia information, advice and training that helps carers maintain their wellbeing while enabling the person they care for to remain independent and live well for as long as possible.
Line management responsibility if applicable	The post holder may manage a small team, which may include Carer Practice Advisors.
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Service Delivery • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. Finance/Resource Management • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. People Management • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level/complex service. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Significant experience around how dementia affects people. Ability to effectively research, analyse and present written and numerical information, including the ability to assess performance data and relate it to practice, especially dementia. Responsibility for ensuring future projects, developments, IT systems and tools support Surrey's carer agenda. Ability to engage and work with a range of stakeholders to develop and implement solutions to complex problems. Substantial knowledge of carers legislation including practical experience. Experience of using organisational skills to manage large volumes of work in a fast paced and changing environment, maintaining attention to detail and using a person centred, professional approach to work. Ability to communicate and engage with individuals, families, carers, colleagues and other agencies both verbally and in writing in a clear, jargon free and professional manner. Ability to work on own initiative, determine priorities, with guidance from others, respond flexibly to changing priorities and maintain accuracy and attention to detail. Ability to develop and facilitate training, presentations and information sessions for a range of agencies including external agencies, voluntary sector, carers and members of the public. Ability to utilise knowledge of carer specific and whole family approach to improve practice and to achieve good recording and accountability. Ability to support individual and team performance and interpret team data to identify practice improvement opportunities at a countywide level.
Role Summary	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.
Reference Number	BM-2026-297