



## **Dementia Care Partnership (DCP) overview**

We are a Newcastle based, award winning charity that provides specialist services and alternatives to residential care for those with dementia and other neurological degenerative disorders. Alongside this we currently support adults and older people from diverse backgrounds with general frailty, physical and mental health problems, learning disabilities and similar to live full and happy lives within their own community.

As with all of us, those with dementia often have a better quality of life and feeling of wellbeing if they are able to make their own choices and take charge of their own lives as much as possible. We believe in empowering our clients to take the lead in all aspects of their lives so helping them to preserve their identity. We do this by providing a high quality, person-led approach for each of our clients, supporting them to remain in their own homes, or home-like settings, within the community and enabling clients and their families to make decisions and choices about their lifestyle, hobbies or preferences. We also strive to provide emotional, practical and social support to our carers.

Our services include home support, day activity centres and independent living houses. Dementia Care Partnership is currently undergoing a change programme which will enable us to improve the quality and efficiencies of the services we provide, including providing more flexible, person-centred support at an affordable price for people that pay privately or have their own personal budget.

## **Role specific information**

<b>Job title:</b>	Administration Assistant
<b>Location:</b>	Bradbury Centre
<b>Reporting to:</b>	Director of Finance and Corporate Services
<b>Hours:</b>	Nominal 37 hours per week
<b>Salary:</b>	DCP level 19 £15,856
<b>Notice period:</b>	1 month
<b>DCP competency level:</b>	2

Full details of terms and conditions are in our employment contracts. Salaries at this point are indicative only, and subject to the conclusion of the current consultation process. Being able to offer these rates of pay and other benefits is dependent upon agreement of the proposed terms and conditions and contract changes.



## **Outcomes and purpose of the role**

Our Administration Assistants are an integral part of the DCP team and play a key role in providing high quality customer service to colleagues, the public and external organisations and agencies.

The role covers a range of administrative tasks which enable the smooth running of several areas within DCP, including marketing and training and development.

Working collaboratively as a member of the administration team your responsibilities will include:

- provision of face-to-face, telephone, email and fax information to a range of internal and external customers, including DCP reception duties as required
- general administrative support such as production of memos, letters, briefing notes and presentations; note/minute taking; typing, photocopying and filing; ensuring stationery and resources are well stocked; maintenance of filing systems and the DCP library; providing cover for administration staff as required
- maintenance and updating of computerised databases and spreadsheets for production of management statistical information (Staff Plan); maintenance of stock and equipment inventories; coordination of activity bookings and other centre-based activities
- administration of staff training schedules, coordinating training and attendance; participating in staff development activities and undertaking training as required
- supporting the Marketing Coordinator with updating of information material such as the DCP website and collating information for the newsletter; assisting with event organization and attendance

## **Our expectations**

To deliver the quality of service we provide to our colleagues, customers and clients, we would expect you to:

- have a minimum of GCSE English and Maths at C grade or above
- have a related qualification such as NVQ3 in Business Administration (minimum)
- have experience of working in an administration role in an office environment, including using a range of office equipment
- have experience of using a variety of IT software packages including word processing and spreadsheet programmes at intermediate level
- be able to quickly learn other software packages as required
- have excellent communication skills including accurate grammar, spelling and punctuation



- have experience of setting up and maintaining filing and record keeping systems
- have a good knowledge of databases
- be able to type quickly and accurately (minimum of 60wpm)
- be able to work effectively as part of a team with minimal supervision
- have a people centred approach your work
- have a high degree of personal integrity and honesty
- have good listening skills and the ability to deal with a diverse range of people in line with DCP's mission and values
- be able to calmly deal with constant interruptions
- be able to organize and prioritise your workload to meet tight deadlines
- be able to effectively respond to changing priorities
- have good analytical skills and be able to use your initiative to find solutions to problems
- have the ability to take instructions and be able to work using your own initiative
- have the ability to demonstrate flexibility to meet the needs of DCP

## Role based competencies

Communication and influencing	Working together
<ul style="list-style-type: none"> <li>• Uses clear and concise written and verbal communication</li> <li>• Accurately records information according to DCP procedures</li> <li>• Listens to others and seeks to understand their point of view</li> <li>• Asks questions to clarify understanding</li> <li>• Builds relationships in an open and willing manner</li> <li>• Adapts communication style to suit audience</li> <li>• Encourages a two-way communication process</li> <li>• Influences and persuades others to pursue a course of action</li> <li>• Projects a positive image of self and DCP</li> </ul>	<ul style="list-style-type: none"> <li>• Supports and encourages clients and colleagues</li> <li>• Develops personal connections with others</li> <li>• Values and respects diversity</li> <li>• Promotes equality</li> <li>• Seeks to understand others</li> <li>• Willingly learns and take on new tasks and responsibilities</li> <li>• Participants in DCP's supervision/appraisal process</li> <li>• Works collaboratively with immediate and wider team colleagues</li> <li>• Readily shares relevant information with others</li> <li>• Works closely with health and social care professionals</li> </ul>

<b>Delivering results</b>	<b>Future focus</b>
<ul style="list-style-type: none"> <li>• Plans and prioritizes own work in line with client/DCP needs</li> <li>• Effectively manages own time in line with client/DCP needs</li> <li>• Completes all activities on time and to required level</li> <li>• Keeps client/DCP records up to date</li> <li>• Generates a range of options for solving problems</li> <li>• Uses own initiative to sort things out</li> <li>• Is risk aware and proactively anticipates and plans for problems</li> <li>• Follows regulatory framework and DCP policies and procedures</li> <li>• Pays attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Links own responsibilities with wider DCP aims and objectives</li> <li>• Identifies key issues in own area</li> <li>• Is willing to change and adapt to new ways of working</li> <li>• Gathers, uses and understands relevant information i.e. medication, care plans, financials, etc</li> <li>• Evaluates wider implications of own decisions and behaviours</li> <li>• Willingly accepts and embraces change</li> <li>• Effectively manages problems and issues</li> <li>• Proactively makes information available to others</li> </ul>
<b>Self management &amp; leadership</b>	<b>Customer focus</b>
<ul style="list-style-type: none"> <li>• Works without close supervision and takes responsibility for own actions</li> <li>• Displays empathy when dealing with others</li> <li>• Is sensitive to the views and diverse needs of clients</li> <li>• Takes responsibility for own development in order to improve performance</li> <li>• Takes responsibility and is willing to be held accountable for quality of work delivered</li> <li>• Acts promptly and positively to challenge inappropriate behaviour and treats people with respect</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately identifies customer requirements</li> <li>• Is helpful, positive and respectful to all customers</li> <li>• Encourages acceptance of services, promoting benefits of independence and change</li> <li>• Is confident to act within guidelines if presented with inappropriate behaviour from customers</li> <li>• Passes on difficult queries, complaints and enquiries to the appropriate person within the team</li> <li>• Gathers, records and uses feedback to ensure client needs are met and DCP services are improved</li> <li>• Contributes ideas and suggestions to improve standards of customer service</li> </ul>