



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

Job title:	Best Practice Manager
Location:	Mobility clause applies – multiple locations
Reporting to:	Operations Director
Hours:	3 days per week based on a nominal 37hours per week pro rata
Salary:	DCP pay scale points 37-44 £27,478 to £33,134
Notice period:	3 months
DCP competency level:	4

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 Best Practice Manager has a critical role in supporting the development of our cutting edge dementia and other degenerative neurological disorders support services, including responsibility for leading a programme of continuous improvement in quality support delivery across DCP and participating in internal and collaborative audits and research in the dementia field.

A best practice 'expert' in the dementia field you will provide professional advice and guidance to the wider DCP team and dementia support policy advice and preparation of reports for the Senior Management Team (SMT) and Trustees.

Acting as an internal consultant you will work with the team on developing person-centred and outcome based support plans.

Continually updating and maintaining your awareness and knowledge of research in the dementia and associated fields, you will critically appraise policy, academic information and research to support local implementation of best practice and develop practical guidelines for staff. To ensure best practice is understood and carried out consistently you will be responsible for implementing systems to disseminate information throughout DCP; developing a best practice and learning network and supporting learning and continual staff development throughout the organisation.

As required, you will undertake investigations into incidents, complaints and safeguarding issues, sharing any learning with the team to avoid future incidents.

You will establish links and partnerships with research bodies, locally and nationally to ensure that we are engaged in appropriate research and have access to up to date information.

You will oversee the development and implementation of our internal training programme, to ensure that it meets business needs, incorporates best practice and learning and is effectively delivered, working closely with the Support Manager and Operations Director. You will manage the Training Assistant to achieve this programme of activity.

To help us empower our clients to make informed choices and maximise the availability of local resources, you will need to develop and maintain strong relationships with partner organisations working in the field of dementia eg Primary and Secondary care, Social Care and Health and Welfare Benefit agencies. You will also have a proactive approach (including presenting at conferences) to reaching people with dementia and carers who may not currently access our services as well as raising public awareness about dementia and how it affects families and individuals.



This is not a detailed job description and other duties may be required as appropriate.

Our expectations

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

- have knowledge of legislation, policies and research in the dementia field gained through degree level training, preferably at masters level or equivalent
- have substantial (at least 5 years) experience of working in the dementia field gained in either a health or social care context
- have at least 2-years experience of managing others, preferably in a health support or care environment
- be competent in the use Excel, Word and Outlook
- have the ability to quickly learn new software packages
- have excellent written and verbal communication skills, including report writing
- have good networking and negotiation skills
- be able to work with, and deal with, a wide range of people in line with DCP's mission and values
- have a people centred and empathetic approach
- understand relevant legislation, follow policies, implement policies and propose changes to practice and procedures
- have a high degree of personal integrity and honesty
- be a car driver, have access to a car and business insurance for own and co-worker use
- have knowledge of person-centred care
- have experience of working with vulnerable adults
- be experienced in working as part of a team
- be able to work under pressure, manage a high volume workload, meet targets and deadlines and respond effectively to changing priorities
- be able to work in a busy environment that often demands high levels of concentration while coping with frequent interruptions
- have good analytical and problem solving skills

Outputs

- To introduce dementia mapping as a tool and ensure that it is fully understood and implemented throughout our service delivery.
- Development of training programme that meets CQC requirements and instils best practice principles at the heart of our work.



- Ensure that research principles and findings are translated into best practice in our service delivery, and that this is recognised internally and externally.
- Work with the Support Manager to ensure that our customer service ratings on person-centred care and dementia specialism improve in line with targets set.
- Undertake regular audits of our work to an agreed specification, taking particular regard to the delivery of person centred care and the quality of the service delivery to ensure compliance with CQC requirements and customer expectations.

Role based competencies

Communication and influencing	Working together
<ul style="list-style-type: none"> • Builds and maintains internal/external relationships in an open and willing manner • Networks and liaises with a range of stakeholders • Explains complex issues clearly and accurately • Adapts communication style to suit the recipient • Presents a positive, professional image of DCP within and outside of the organization • Presents facts and information in a way that influences others to accept key conclusions • Effectively facilitates meetings/ formal discussion forums and uses IT to disseminate information and achieve clear, agreed outcomes 	<ul style="list-style-type: none"> • Individually and collectively coaches and develops team • Works with colleagues to develop individual training plans and learning networks • Manages diversity within the team to ensure that everyone can contribute equally • Coordinates, develops and plans multi-disciplinary activities • Knows how to implement key Human Resource policies and procedures, e.g. performance management, seeking expert advice as necessary • Works collaboratively with others within the dementia field • Willingly offers professional advice and guidance to wider DCP team

Delivering results	Future focus
<ul style="list-style-type: none"> • Manages own and others' time in line with client/DCP needs • Encourages others to offer suggestions for solving problems • Manages workflow by delegating and adapting systems (including IT) or work methods to improve performance • Leads continuous improvement in quality service delivery • Supports implementation of best practice • Evaluates suitability and deliverability of services • Discusses, agrees and implements changes with colleagues • Ensures everyone works within regulatory framework and DCP policies and procedures 	<ul style="list-style-type: none"> • Understands how actions of stakeholders influence delivery of DCP's goals • Considers wider implications of own and team's activities (including legal), recognizing and tracking impact • Understands DCP's mission and objectives and how own work contributes to delivery • Effectively manages resources, planning, forecasting and monitoring against budget • Constantly monitors and scans research and best practice in dementia care to keep DCP at forefront of service delivery • Is willing to lead change and encourages others to embrace change • Effectively manages and resolves complex problems and issues
Self management & leadership	Customer focus
<ul style="list-style-type: none"> • Demonstrates DCP's values in own behaviour • Confidently makes decisions to aid achievement of team objectives • Motivates and organizes others to get the best from them • Confidently challenges the way things are done, offering constructive suggestions for improvements • Considers impact of own demands on others' workloads, prioritizing accordingly • Adjusts own leadership style to suit different situations • Is approachable and willing to provide support, advice and guidance to others • Seeks feedback from others to help improve own and DCP's performance 	<ul style="list-style-type: none"> • Uses customer feedback on current service performance levels, to improve service • Ensures team understands and meets/exceeds agreed customer service standards • Promotes best practice by setting a personal example and using external advice to improve customer service levels • Takes early action to resolve potential service issues • Identifies opportunities to improve the service offered to a diverse customer base • Investigates complaints and queries and proactively shares learning to avoid future incidents • Looks to continually improve service offerings