



## **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>	Operations Coordinator
<b>Location:</b>	Bradbury Centre, with frequent visits to other locations
<b>Reporting to:</b>	Operations Director
<b>Hours:</b>	Nominal 37 hours per week on a shift pattern, including some weekend and on call work
<b>Salary:</b>	DCP salary level 24-31 £18,578 to £23,397
<b>Notice period:</b>	2 months
<b>DCP competency level:</b>	3

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**

The main outcome of the Operations Coordinator role is to operationally delivery high quality, person-led support to a range of clients, through a team of Specialist Workers, Support Workers and Support Assistants. They will be providing empowering, day to day health and social care/support to clients with dementia or other specialist neuro-degenerative diseases. You will establish and run a rostering system for staff which plans work patterns up to 6-months in advance. You will be responsible for efficiently and effectively allocating the delivery of over 3000 hours of support to over 300 clients throughout our home support, day care and housing.

You will work closely with the Support Coordinators in order to ensure the quality of our delivery, including collecting and analysing data (including Electronic Call Monitoring information), checking files and cross checking delivery performance. You will be expected to ensure you reach our delivery targets, anticipate problems and plan accordingly and propose and implement remedial action to solve problems where possible. You will have input into the staff supervisory process to help achieve this.

Working closely with two other Operations Coordinators you will participate in on call arrangements, manage a budget for your area and be directly responsible for:

### **Resource management**

To ensure our services deliver agreed outcomes in line with the person-led support plan, you will coordinate the delivery of staffing across all services in DCP. This will involve planning the most effective use of staff resources, allocating tasks to staff on a daily basis in order to meet service requirements and adjusting resources when necessary to meet emergency requirements. It will include arranging travel support, liaising with external delivery partners, managing premises and ensuring that full risk assessments are completed for each venue. You will have a supportive manner, but be efficient and target focussed, ensuring our services are delivered efficiently and in line with our contract agreements.

### **Continuous Professional Development**

You will be expected to take responsibility for maintaining your own development through training and participation in supervision processes.

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 professional knowledge acquired through a relevant degree or specialist training
- have 3 years experience of working in an operational context delivering complex resource allocation
- be a car driver and have access to a car and have business insurance for own and co-worker use
- be fully IT literate ie Word, Excel and Outlook and comfortable using new technology
- have excellent numeracy, report writing and negotiation skills
- be able to plan effectively and have a structured approach to your work
- follow and implement policies, proposing changes to practices and procedures as appropriate
- have experience of person-centred support
- demonstrate an empathetic approach to clients and colleagues
- have experience of working within a health or social care/support field
- have experience of working with vulnerable adults
- have experience of working within a regulated environment
- have experience of rostering
- be experienced in working as part of a team
- understand relevant legislation
- work autonomously, efficiently and effectively managing your own time
- be able to work across all services provided by DCP
- have a high degree of personal integrity and honesty
- be able to work on a shift basis and be trained for moving and handling risk assessment.

## **Outputs**

- Achievement of key performance indicators based on continuity, % of on time call delivery, financial management and customer care feedback.

## Role based competencies

<b>Communication and influencing</b>	<b>Working together</b>
<ul style="list-style-type: none"> <li>• Builds and maintains relationships in an open and willing manner</li> <li>• Uses a range of communication styles and techniques, choosing content, language and medium style to suit audience</li> <li>• Actively listens and asks questions to gather information and ensure understanding</li> <li>• Uses a range of influencing styles and techniques</li> <li>• Promotes the use of IT as a communication tool where appropriate</li> <li>• Represents and promotes the image of DCP in internal and/or external forums</li> <li>• Produces clear, structured written information</li> </ul>	<ul style="list-style-type: none"> <li>• Empowers, supports and encourages clients and colleagues</li> <li>• Mentors and supervises others to aid development and ensure high quality service delivery</li> <li>• Promptly celebrates good individual performance and addresses poor performance</li> <li>• Encourages team to act promptly and constructively to deal with inappropriate behaviour, promoting the value of diversity and treating others with respect</li> <li>• Openly gives and receives feedback on performance</li> <li>• Regularly reviews performance of team members, putting in place improvement actions and development plans</li> </ul>
<b>Delivering results</b>	<b>Future focus</b>
<ul style="list-style-type: none"> <li>• Plans and prioritises own and immediate team's work in line with DCP/client needs</li> <li>• Works with others to generate ideas and successfully solve problems</li> <li>• Gathers relevant information and data, identifies trends, produces, monitors and adapts plans</li> <li>• Shares relevant information and evidence with others as part of decision making</li> <li>• Is able to sift through data quickly to select relevant information</li> <li>• Thinks ahead and makes contingency plans to mitigate and respond to risks and change</li> <li>• Ensures self and others follow regulatory framework and DCP policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures own and team's behaviour aligns to DCP vision, aims and objectives</li> <li>• Keeps up to date with latest developments in dementia support</li> <li>• Raises awareness of DCP and its services</li> <li>• Encourages others to accept and embrace change</li> <li>• Identifies wider implications of own and immediate team's decisions and behaviours</li> <li>• Undertakes market research and shares information with others</li> <li>• Proactively gathers information from clients to inform service delivery</li> </ul>

<b>Leadership</b>	<b>Customer focus</b>
<ul style="list-style-type: none"> <li>• Takes responsibility for own and immediate team actions</li> <li>• Is open to learning new techniques and methods and encourages others to do the same</li> <li>• Builds team's collective skills and knowledge by sharing information and ideas</li> <li>• Seeks to improve service delivery and quality</li> <li>• Is sensitive to the views and diverse needs of others and prepared to adjust position accordingly</li> <li>• Proactively approaches and builds relationships with stakeholders</li> <li>• Seeks feedback from others to help improve own and immediate team's performance</li> </ul>	<ul style="list-style-type: none"> <li>• Actively engages with and listens to customer views and experiences to understand their needs, issues and requirements</li> <li>• Regularly reviews services provided and amends, adapts and updates as required</li> <li>• Uses a range of feedback methods ie surveys and informal feedback to carry out audits</li> <li>• Investigates complaints and queries to ensure a satisfactory outcome, capturing and sharing learning within DCP</li> <li>• Proactively manages customer relationships by communicating regularly, collecting and acting upon feedback</li> </ul>