



## **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>	Specialist Worker
<b>Location:</b>	Various
<b>Reporting to:</b>	Support Coordinator
<b>Hours:</b>	Permanent 40 hour contract, including on call and some weekend work
<b>Salary:</b>	£21,750pa including car allowance and on call payments
<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**

Our Specialist Workers play a proactive, leading role in ensuring that we provide high quality, person-led support to our clients and to our partner organisations. At the heart of the role is the provision of empowering, day to day health and social care support to a case load of clients with dementia or other specialist neuro-degenerative diseases. You will deliver personalised support which may include complex personal care, prompting medication, end of life palliative care, domestic services, preparation and cooking of meals and dressing and bathing of immobile clients, including safe and correct use of hoists. By making personal connections with your clients and their families and valuing and respecting their feedback, you will be responsible for delivering an individual level of care which meets each client's current needs, maximizes their independence and supports and empowers them to take charge of their lives as much as possible.

You will work closely with the Support Coordinators in monitoring, feeding back, enhancing, agreeing and implementing health and social care packages, in line with the Support Plan for each of your clients. This includes monitoring, observing and recording client progress to adjust care when needed whilst maintaining the goal of maximizing client independence. You will work closely with the client and their family to help develop their individual support plan to meet their stated outcomes and the outcomes of their Care plan. You may undertake moving and handling risk assessments and other specialist assessment as part of this process. You will also be expected to provide other specialist advice i.e. on behavioural issues and support other staff and families where difficulties in the delivery of our support are encountered.

You may work with other providers eg acute hospitals, residential care homes and other places where people with dementia access services to help develop and implement support improvement programmes. You will take responsibility for the delivery of services in a variety of settings i.e. day club, multiple houses.

You will also play a proactive role in encouraging and promoting the engagement of people with dementia and their carers with DCP, enabling them to access services. This will include keeping up to date on the latest developments in dementia care and raising public awareness of the effects of dementia on individuals and families, through participation in local events such as conferences, well being cafes and seminars.



Other key responsibilities include:

- communicating clearly and sensitively with clients, their families and carers to encourage access to available services whilst promoting client independence whenever possible
- planning your work activities to make the most efficient journeys between clients to ensure effective use of your time to deliver care to a defined number of clients on an agreed rota; including completion of client records, maintenance of medication records, participation in support reviews and management of identified risks
- maintaining your own development through training and participation in supervision processes
- keeping accurate computerized records of all relevant client and administrative documentation.

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:

- be able to plan tasks and priorities autonomously and effectively
- have knowledge of person-centred care
- have a people centred approach your work
- have 2 years experience of elderly persons' care in the health/social care sector
- willingness and ability to work towards dementia specialist training, EDGE risk assessment and other training as appropriate
- some experience of working with vulnerable adults, and in particular people with dementia or other neurological disease would be advantageous
- experience of working as part of a team and successfully supervising others for at least 2 years
- be aware of up to date regulations and best practice in the social care sector
- be IT literate and comfortable using computers and computerised information
- be able to drive, have access to a car and have business insurance for own and co-worker use
- be able to work shifts and weekends and participate in organisation-wide on call arrangements
- have excellent written, oral and negotiation skills
- be able to demonstrate good literacy and numeracy skills
- be empathetic and patient
- closely follow policies and procedures



## Outputs

- a case load of 30+ clients and their families
- accountability and responsibility for on ground service delivery in a variety of settings
- external liaison with at least two key external partners in the medium term

## Role based competencies

Communication and influencing	Working together
<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>