



## **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>	Support Assistant
<b>Location:</b>	Mobility clause applies – multiple locations
<b>Reporting to:</b>	Support Coordinator, Support Worker or Specialist Worker
<b>Hours:</b>	Permanent contract with a minimum of 20 or 40 hour week, including shift and weekend work
<b>Salary:</b>	£6.30 an hour
<b>Notice period:</b>	1 month
<b>DCP competency level</b>	1



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 Support Assistants play a vital role in enabling us to provide high quality, person-led support to our clients. Through developing close working relationships with the DCP team, and especially our Support Workers, Specialist Workers and Support Coordinators, you will help to deliver basic personal care and support as detailed in a client's Support Plan. This will meet each client's current needs, maximize their independence and support and empower them to take charge of their lives as much as possible.

The overall purpose of the role is to support your clients with day-to-day living. Dependent on client needs, this may include personal care, domestic services, preparation and cooking of meals, dressing and bathing of immobile clients, including safe and correct use of hoists and handling of small amounts of cash.

Acting as a key liaison between your clients and DCP your main responsibilities will be:

- identifying and notifying the DCP team of any changes in client circumstances, including gathering and recording of client feedback to understand whether their needs are being suitably met.
- communicating clearly and sensitively with clients, their families and carers to encourage acceptance of 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 support to a defined number of clients on an agreed rota; including completion of client records where appropriate.
- maintaining your own development through training and participation in supervision processes.

## **Our expectations**

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

- have an NVQ level 2 in care
- it would be useful if you were a car driver and had access to a car, as an alternative you must have easy access to public transport
- be able to work shifts and weekends



- have good written and verbal communication skills
- be able to demonstrate good literacy and numeracy skills
- be empathetic and patient
- have a people-centred approach your work
- closely follow policies and procedures
- have experience of personal care/support, domestic procedures and preparation and cooking of meals
- have experience of working with vulnerable adults
- be experienced in working as part of a team
- have experience of planning your own work/managing your own time efficiently and effectively within a care/support environment.

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

## Outputs

- Deliver client support in line with DCP policy and procedures
- Be person centred in your approach
- Notice changes and alterations in your clients, and act appropriately in line with our procedures
- Attend all training
- Achieve adequate customer service ratings for your work

## Role based competencies

<b>Communication and influencing</b>	<b>Working together</b>
<ul style="list-style-type: none"> <li>• Uses clear verbal communication</li> <li>• Builds rapport with others</li> <li>• Listens to and respects others</li> <li>• Asks questions to clarify understanding</li> <li>• Is open and approachable</li> <li>• Encourages a two-way communication process</li> <li>• Understands regulatory framework and DCP policies and procedures</li> <li>• Projects a positive image of self and DCP</li> </ul>	<ul style="list-style-type: none"> <li>• Is willing to learn and take on new tasks and responsibilities</li> <li>• Works closely with immediate team colleagues</li> <li>• Works well with wider team colleagues</li> <li>• Works in a collaborative way</li> <li>• Readily shares relevant information with others</li> <li>• Values and respects diversity</li> </ul>

<p><b>Delivering results</b></p> <ul style="list-style-type: none"> <li>• Manages own time in line with client/DCP needs</li> <li>• Completes activities on time and to standard</li> <li>• Updates client/DCP records as required</li> <li>• Looks to solve problems</li> <li>• Assists with maintaining own and others' health, safety and security</li> <li>• Follows regulatory framework and DCP policies and procedures</li> </ul>	<p><b>Future focus</b></p> <ul style="list-style-type: none"> <li>• Links own role with wider DCP aims and objectives</li> <li>• Is willing to adapt to new ways of working</li> <li>• Embraces change</li> <li>• Resolves issues</li> <li>• Identifies wider implications of own decisions and behaviours</li> <li>• Proactively makes information available to immediate and wider DCP team</li> </ul>
<p><b>Self management &amp; leadership</b></p> <ul style="list-style-type: none"> <li>• Is sensitive to the needs of others</li> <li>• Displays empathy when dealing with others</li> <li>• Takes responsibility for managing self</li> <li>• Takes responsibility for own development</li> <li>• Demonstrates a high degree of integrity</li> <li>• Builds relationships with DCP team to deliver high quality service to clients</li> </ul>	<p><b>Customer focus</b></p> <ul style="list-style-type: none"> <li>• Is helpful, positive and respectful to all customers</li> <li>• Is passionate and enthusiastic about customers</li> <li>• Works with others to identify customer needs</li> <li>• Notifies DCP team of changes to client requirements</li> <li>• Passes on queries, complaints and enquiries to appropriate person within team</li> <li>• Offers suggestions for improvements to customer service</li> </ul>