



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:	Support Coordinator
Location:	Bradbury Centre, with frequent visits to other locations
Reporting to:	Support Manager
Hours:	Nominal 37hours per week, including some weekend and on call work
Salary:	DCP salary level 24-31 £18,578 to £23,297
Notice period:	2 months
DCP competency level	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 Support Coordinator role is to facilitate high quality, person-led support to a full caseload of clients, through a team of Specialist Workers, Support Workers, Support Assistants and carers. Your team will be providing empowering, day to day health and social care support to clients with dementia or other specialist neuro-degenerative diseases. Personalised to the needs of each individual client, this may include personal care/support, domestic services, preparation and cooking of meals and dressing and bathing of immobile clients, including safe and correct use of hoists. Support plans are designed to value and respect each client's current needs, maximize their independence and support and empower them to take as much control of their lives as possible.

Working as one of a team of two Support Coordinators, supported by the Support Manager you will be directly responsible for:

Support Plan Design

You will screen initial referrals to assess and evaluate the nature of service delivery to be defined in the client's personal support plan based on the clients expressed wishes and needs; this will include risk assessment and risk management for vulnerable adults. You will then ensure the support package is fully understood by client and carer and is delivered to the highest quality standards and current best practice. You will also review support packages and undertake life history planning on a regular basis, adapting plans according to changing client needs.

Organisation

To ensure the support packages for your case load of clients are effectively coordinated across the full range of services provided by DCP you will work closely with your team of Specialist Workers, Support Workers, Support Assistants and carers to deliver complex support packages, including palliative care/support. You will be responsible for supervising and directing the work of your team and all HR issues connected with them. You will work closely with the Operations Coordinator to address operational issues that affect quality service delivery.

Quality

You will be responsible for the quality of care and support provided to your caseload of clients which will include generating client and carer feedback, through formal methods such as surveys and informal feedback, family liaison and your day to interactions with clients and carrying out audits on support standards. You will also undertake investigations into incidents, complaints or safeguarding incidents and ensure the organisation learns from, and acts on, all forms of feedback. This will



include liaison with the relevant statutory and voluntary organisations on individual support plans and generic care provision.

Communication

You will also play a proactive role in liaising with clients, carers and family members to overcome barriers to understanding and enable people with dementia and their carers to access DCP's services. This will include raising public awareness of the effects of dementia on individuals and families, through participation in local events such as conferences and seminars.

Team and People Development

You will be responsible for the development of your team which will include ensuring Specialist Workers and Support Workers undertake effective supervision to which you may contribute when appropriate, ensuring regular performance management takes place and effective training is provided, and motivating and supporting all team members.

Information Management

You will be required to set up client records and keep up to date, accurate information including notes and data from audits, training, risk assessments and investigations. You will need to regularly check and audit compliance against our regulatory framework in line with our procedures and take remedial action where appropriate.

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 extensive professional knowledge gained from at least 3years experience in the field together with a degree and/or relevant specialist training
- have experience of first line management, ideally in a care/support environment
- be able to plan, manage and coordinate tasks and priorities in a team environment
- have experience of supervision and training in a care/support environment
- have well developed IT skills – intermediate Excel, Word and Outlook or similar
- be able to quickly learn new software packages



- have excellent written, oral and negotiation skills
- be knowledgeable about current regulations and best practice in person-centred care/support in the health and social care fields and with relation to the support of vulnerable adults
- be a car driver, have access to a car and business insurance for own and co-worker use
- be able to work with, and deal with, a wide range of people in line with DCP's mission and values
- 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 a high degree of personal integrity and honesty.

Outputs

- Case load of 50+ carers and clients
- Case load of 50+ staff to supervise
- Monthly audit checks
- On call duties and some weekend work

Role based competencies

Communication and influencing	Working together
<ul style="list-style-type: none"> • Builds and maintains relationships in an open and willing manner • Uses a range of communication styles and techniques, choosing content, language and medium style to suit audience • Actively listens and asks questions to gather information and ensure understanding • Uses a range of influencing styles and techniques • Promotes the use of IT as a communication tool where appropriate • Represents and promotes the image of DCP in internal and/or external forums • Produces clear, structured written information 	<ul style="list-style-type: none"> • Empowers, supports and encourages clients and colleagues • Mentors and supervises others to aid development and ensure high quality service delivery • Promptly celebrates good individual performance and addresses poor performance • Encourages team to act promptly and constructively to deal with inappropriate behaviour, promoting the value of diversity and treating others with respect • Openly gives and receives feedback on performance • Regularly reviews performance of team members, putting in place improvement actions and development plans

Delivering results	Future focus
<ul style="list-style-type: none"> • Plans and prioritises own and immediate team's work in line with DCP/client needs • Works with others to generate ideas and successfully solve problems • Gathers relevant information and data, identifies trends, produces, monitors and adapts plans • Shares relevant information and evidence with others as part of decision making • Is able to sift through data quickly to select relevant information • Thinks ahead and makes contingency plans to mitigate and respond to risks and change • Ensures self and others follow regulatory framework and DCP policies and procedures 	<ul style="list-style-type: none"> • Ensures own and team's behaviour aligns to DCP vision, aims and objectives • Keeps up to date with latest developments in dementia support • Raises awareness of DCP and its services • Encourages others to accept and embrace change • Identifies wider implications of own and immediate team's decisions and behaviours • Undertakes market research and shares information with others • Proactively gathers information from clients to inform service delivery
Leadership	Customer focus
<ul style="list-style-type: none"> • Takes responsibility for own and immediate team actions • Is open to learning new techniques and methods and encourages others to do the same • Builds team's collective skills and knowledge by sharing information and ideas • Seeks to improve service delivery and quality • Is sensitive to the views and diverse needs of others and prepared to adjust position accordingly • Proactively approaches and builds relationships with stakeholders • Seeks feedback from others to help improve own and immediate team's performance 	<ul style="list-style-type: none"> • Actively engages with and listens to customer views and experiences to understand their needs, issues and requirements • Regularly reviews services provided and amends, adapts and updates as required • Uses a range of feedback methods ie surveys and informal feedback to carry out audits • Investigates complaints and queries to ensure a satisfactory outcome, capturing and sharing learning within DCP • Proactively manages customer relationships by communicating regularly, collecting and acting upon feedback