



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 Manager
Location:	Bradbury Centre, with frequent visits to other locations
Reporting to:	Operations Director
Hours:	Nominal 37hours per week including some weekend and on call work
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 Support Manager plays a pivotal role in the delivery of our high quality, person-led support services. To achieve this you will need to develop and maintain strong internal and external working relationships with the support delivery team ie Support Coordinators, Specialist Workers, Support Workers and Support Assistants, wider DCP team and relevant Statutory and Regulatory organisations.

A delegated budget holder with a wide ranging brief the role covers strategy development; accountability for delivery of our services; research and best practice; staff management, supervision, development and training; complaints and safe guarding investigation; partnership working, networking and raising public awareness about dementia. The post holder will be expected to assume the role of Registered Manager in line with CQC regulations. The role will involve on call duties at the weekend on a rota basis.

Strategy development

You will be responsible for the development of two strategies: one for delivering person-led support outcomes across DCP and the other for carer support.

Accountability for delivery of support services

As well as carrying a small caseload yourself, you will be accountable for the full life-cycle of service provision to our clients through managing the delivery of the following services. This covers managing initial referrals to ensuring suitability and deliverability of support services; undertaking life history planning; coordinating, developing and planning multi-disciplinary activities and packages of support for clients with complex needs; ensuring client information is kept updated; putting systems in place to ensure all reviews are up to date, assessing and managing risks and making decisions on the support of vulnerable adults; monitoring and reviewing support packages in line with referrals and person-led outcomes, discussing, agreeing and implementing changes accordingly; undertaking support audits and surveys; seeking and recording client feedback to understand whether needs are being met, make necessary adjustments as required.

Research and best practice

You will work with the Best Practice Manager to ensure that best practice is incorporated into our service delivery, and its delivery measured against targets.

Staff management, supervision, development and training

As well as direct responsibility for managing the Support Coordinators, you will use analysis of training needs and one-to-one meetings to develop individual training



plans for Support Coordinators and assist them to develop ones for their team; you will also be responsible for identifying appropriate internal and external training resources to meet the required needs in conjunction with the Best Practice Manager.

Networking and Marketing

This role has an external focus and you will be responsible for establishing and developing networks with partner organizations working in the dementia support field in order to share and promote new ideas and best practice. You will also play a proactive role in encouraging 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 support and raising public awareness of the effects of dementia on individuals and families, through participation in local events such as conferences and seminars. It is you and your team's responsibility to ensure that services are running as close to full capacity as possible and you will need to monitor attendance, anticipate capacity problems and undertake remedial and promotional work to address existing and potential shortfalls.

Complaints and safe-guarding investigations

You will undertake investigations in to incidents, complaints and safe-guarding issues as required, sharing any learning with the team to avoid future repeat behaviour.

Partnership working, networking and raising awareness about dementia

To help us empower our clients to make informed choices and maximize the availability of local resources, you will 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 to raising public awareness about dementia and how it affects families and individuals as well as to reaching people with dementia and carers who may not currently access our services.

Quality

You will be responsible for managing our service delivery audits and quality management framework, assuring the standards of services we provide to all clients across DCP at point of contact. You will also be responsible for ensuring compliance against (and exceeding) CQC regulatory requirements. This will include ensuring all support records are accurate and up to date; making sure all staff work accurately with Staff Plan to maintain staff and client working information; undertaking audit and quality checks in line with CQC requirements; ensuring best practice is delivered within your sphere of responsibility; seeking and recording client feedback to understand whether individual needs are being met, planning any necessary adjustments; and undertaking surveys of clients and carers. You may also investigate complaints, incidents, accidents and safeguarding issues as required and



ensure that DCP and staff learn from, and acts on, all forms of feedback. This will include liaison with the relevant statutory and voluntary organisations in relation to individual support packages.

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 of working with older people acquired through relevant degree/specialist training or at least 2 years experience of working with older people at a managerial level
- have worked within the health or social care/support field for at least 5 years
- have direct experience of successful team and performance management within a regulated 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
- 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 approach to your work
- understand relevant legislation and closely follow policies and procedures
- 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
- 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 support



Outputs

- Delivery of an effective service governance process and quality management framework including regular audit checks to ensure compliance with CQC requirements.
- Put in place and ensure delivery of a robust staff supervisory process, including performance appraisal, continuous improvement and 360° feedback process.
- Ensure we are customer focused and person-centred in all our support delivery.
- Work with the Best Practice Manager to ensure that specialist knowledge and best practice is measurably at the heart of all our service delivery.
- Take responsibility for customer service and achievement of objectives to improve ratings.

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 organisation • 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, eg 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), recognising 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
Leadership	Customer focus
<ul style="list-style-type: none"> • Demonstrates DCP's values in own behaviour • Confidently makes decisions to help team achieve objectives • Motivates and organises others to get the best from them • Confidently challenges the way things are done, offering offers constructive suggestions for improvements • Considers impact of own demands on others' workloads and prioritises accordingly • Adjusts own leadership style to suit different circumstances • 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