



## **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 neuro 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 Worker
<b>Location:</b>	Mobility clause applies – multiple locations
<b>Reporting to:</b>	Specialist Worker or Support Coordinator
<b>Hours:</b>	Permanent contract with a minimum of 20 or 40 hour week, including shift and weekend work
<b>Salary:</b>	£7 an hour
<b>Notice period:</b>	1 month
<b>DCP competency level</b>	2

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 Workers play a vital role in enabling us to provide high quality, person-led support to our clients through developing close working relationships with clients, their families and other staff across the organisation, and especially our Specialist Workers and Support Coordinators. You will help identify and agree each client's specific level of support. By making personal connections with your clients and valuing and respecting their contributions, you will be responsible for delivering an individual level of support 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.

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/support, end of life support, 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.

You may be asked to supervise or mentor other staff, particularly Support Assistants.

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

- identifying and notifying a Support Coordinator 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, maintenance of medication records, participation in reviews as required, management of identified support risks
- 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
- one years experience of delivering quality personal care and support to clients who are elderly, have behavioural problems or who are physically demanding
- be a car driver, have use of a car and business insurance for own and co-worker use
- be able to work shifts and weekends
- have good written and verbal communication skills
- have adequate literacy and numeracy skills
- be empathetic and patient
- have a people-centred approach to work
- be able to closely follow policies and procedures
- 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
- experience of working with external partner organisations and professional health and social care staff
- be willing and able to engage fully with DCP's internal quality specialist training programme.

## **Outputs**

- Deliver a caseload of work for clients to deadline
- Attend all training
- Achieve personal objectives identified in Personal Development Plan
- Achieve specified customer service ratings

## Role based competencies

<p><b>Communication and influencing</b></p> <ul style="list-style-type: none"> <li>• Uses clear and concise written and verbal communication</li> <li>• Accurately records information according to DCP procedures</li> <li>• Listens to others and seeks to understand their point of view</li> <li>• Asks questions to clarify understanding</li> <li>• Builds relationships in an open and willing manner</li> <li>• Adapts communication style to suit audience</li> <li>• Encourages a two-way communication process</li> <li>• Influences and persuades others to pursue a course of action</li> <li>• Projects a positive image of self and DCP</li> </ul>	<p><b>Working together</b></p> <ul style="list-style-type: none"> <li>• Supports and encourages clients and colleagues</li> <li>• Develops personal connections with others</li> <li>• Values and respects diversity</li> <li>• Promotes equality</li> <li>• Seeks to understand others</li> <li>• Willingly learns and take on new tasks and responsibilities</li> <li>• Participants in DCP's supervision/appraisal process</li> <li>• Works collaboratively with immediate and wider team colleagues</li> <li>• Readily shares relevant information with others</li> <li>• Works closely with health and social care professionals</li> </ul>
<p><b>Delivering results</b></p> <ul style="list-style-type: none"> <li>• Plans and prioritizes own work in line with client/DCP needs</li> <li>• Effectively manages own time in line with client/DCP needs</li> <li>• Completes all activities on time and to required level</li> <li>• Keeps client/DCP records up to date</li> <li>• Generates a range of options for solving problems</li> <li>• Uses own initiative to sort things out</li> <li>• Is risk aware and proactively anticipates and plans for problems</li> <li>• Follows regulatory framework and DCP policies and procedures</li> <li>• Pays attention to detail</li> </ul>	<p><b>Future focus</b></p> <ul style="list-style-type: none"> <li>• Links own responsibilities with wider DCP aims and objectives</li> <li>• Identifies key issues in own area</li> <li>• Is willing to change and adapt to new ways of working</li> <li>• Gathers, uses and understands relevant information i.e. medication, care plans, financials, etc</li> <li>• Evaluates wider implications of own decisions and behaviours</li> <li>• Willingly accepts and embraces change</li> <li>• Effectively manages problems and issues</li> <li>• Proactively makes information available to others</li> </ul>

<b>Self management &amp; leadership</b>	<b>Customer focus</b>
<ul style="list-style-type: none"> <li>• Works without close supervision and takes responsibility for own actions</li> <li>• Displays empathy when dealing with others</li> <li>• Is sensitive to the views and diverse needs of clients</li> <li>• Takes responsibility for own development in order to improve performance</li> <li>• Takes responsibility and is willing to be held accountable for quality of work delivered</li> <li>• Acts promptly and positively to challenge inappropriate behaviour and treats people with respect</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately identifies customer requirements</li> <li>• Is helpful, positive and respectful to all customers</li> <li>• Encourages acceptance of services, promoting benefits of independence and change</li> <li>• Is confident to act within guidelines if presented with inappropriate behaviour from customers</li> <li>• Passes on difficult queries, complaints and enquiries to the appropriate person within the team</li> <li>• Gathers, records and uses feedback to ensure client needs are met and DCP services are improved</li> <li>• Contributes ideas and suggestions to improve standards of customer service</li> </ul>