

Job Description and Person Specification

Job Title:	Dementia Service Manager
Hours of Work:	21 hours per week, normal working days/hours Friday, Saturday and Sunday, 9.30 am to 4:30 pm, although flexibility is required to ensure the objectives of the role are met.
Reporting to:	Chief Executive
Responsible for:	Service Coordinators and Support Workers
Annual Leave:	15 days per annum depending working hours per week
Location:	Greenford Community Centre, Greenford

A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform.

Job Context

Age UK Ealing's mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including **Information and Advice, Wellbeing Day Care, Befriending, Digital Inclusion, Shopping and Community Gardening Services**. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

Purpose of the role

Reporting to the Chief Executive, the Dementia Service Manager will be responsible for the development and day-to-day management of our weekend day care services to older people living with dementia in the London Borough of Ealing; and will ensure that the service delivery meets the required quality standards and targets with emphasis on staff management, efficiency, good outcomes for clients and continuous service improvement.

Main Duties and Responsibilities

1. Service Development and Management

- To successfully develop, manage and sustain the weekend day care services with experienced staff team and trained volunteers.
- Manage the referral and assessment process in a timely manner, including risk assessments, for the weekend centres.

- Building up the numbers of older people accessing our services at the weekend day centres over time in line with Age UK Ealing's business strategy.
- Build effective and productive relationships internally and externally.
- Integrate the service provision with that of other organisations in the borough, notably the NHS, Council and third sector.
- Report periodically on outputs and outcomes and key learning points in line with funding requirements and Age UK Ealing key performance indicators (KPIs).
- Ensure that the weekend day care centres have sufficient staff and arrange cover for absent staff members.
- Work in partnership with the Volunteering Manager to recruit and ensure adequate number of volunteers at all centres.
- Regularly review the care plans of people with dementia using the day centre services and record the changing needs of individuals and their carers.
- Carry out regular audits to ensure the service is available to person with dementia at the different stages of dementia appropriate for the service.
- Maintaining a safe and supportive environment for all our service users during their visits to the Centres.
- The development, implementation and promotion of organisational procedures that represent best practice.
- Developing local knowledge of needs and a network of contacts, with the objective of marketing the opportunities we provide to referrers, funders and all other stakeholders.
- Developing the range of activities on offer at the centres as well as complementary services.

2. Staff Management

- Be responsible for line managing the Weekend Day Care Co-ordinators and Support Workers.
- Recruit, induct and train Weekend Day Care staff and volunteers.
- Carry out regular supervisions and appraisals for line-managed staff and ensure that all weekend day care staff receive regular supervisions and appraisals.
- Ensure there is effective communication between weekend day centres and office-based staff.

3. Quality Assurance

- Keep up to date with the policy developments in dementia care.
- Ensure that weekend day care services comply with safeguarding, health & safety legislation, the Data Protection and other relevant regulations.

- Ensure that weekend day care services are of high quality.
- Work with the Chief Executive and other operational managers to ensure that relevant policies and procedures for weekend day care services are produced, reviewed regularly and updated.
- Promote day care services by liaising with referral agencies and partners.
- Keep accurate records of all day care services including attendance registers, achieve outputs and outcomes and produce reporting information in accordance with the requirements of the organisation and other funding bodies.
- Deal effectively with service problems and complaints in line with the organisational policies and procedures as these arise and escalate any major concerns and issues to the Chief Executive.

4. Finance and administration

- Maintain accurate records of attendances for charging/billing purposes.
- Monitor financial performance of Weekend Day Care service against budgets
- Compile statistical data and prepare reports for the Chief Executive and the Board of Trustees as required
- Manage Day Centre petty cash

5. General Requirements

- Undertake duties of similar professional nature and commensurate with the role.
- To act as a representative of Age UK Ealing when needed.
- To work within Age UK Ealing's ethos, values, principles, policies and procedures.
- To work effectively with others.
- To maintain high levels of discretion, confidentiality and professionalism always.
- To implement the delivery of new standards as they arise.
- To report any safeguarding and Health & Safety issues or concerns.

Person Specification Dementia Service Manager

Specification	Essential	Desirable
A relevant qualification gained in a health or social care setting	✓	
At least 3 years' experience of providing care services to elderly and vulnerable people in a residential home, day centre or other relevant environment or capacity	✓	
Experience of staff management and supervision in a relevant social care, health, voluntary sector or advice setting	✓	
Experience of caring and supporting elderly people with a variety of needs, such as mobility impairment, mental and physical disability, early onset dementia/Alzheimer's disease	✓	
Experience of undertaking home assessments and care evaluations	✓	
Confidence in preparing and using data to monitor performance and demonstrate impact.	✓	
Comfortable working under pressure with the ability to prioritise tasks and manage workload	✓	
Good local knowledge of London Borough of Ealing		✓
Numerate, with experience of compiling statistical reports with narratives	✓	
Working knowledge of data protection practice and processes	✓	
Good IT and computer skills including good working knowledge of email, Excel, Microsoft Office, use of databases etc.	✓	
Knowledge of local community languages		✓
Able to travel throughout the Borough as required		✓
Good communication skills (written and verbal)	✓	
Awareness of discriminatory practices and equal opportunity issues		✓
Willingness and interest in learning, to attend training, meetings and other community events	✓	
Able to work without direct supervision	✓	
Understanding of outputs and outcomes monitoring and reporting	✓	

These details reflect the content of the post on the date prepared. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the organisation and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.