

Title – Dementia Day Centre Co-ordinator

Hours - 28 per week

Salary - £21,840, plus 3% employer's contribution to group personal (stakeholder) pension scheme after 3 months employment

Reporting to – Charity Director

Contract Type - Initially 12 month with a view to permanent

Our Organisation

Age UK Gateshead is a charitable organisation run by people for people. We deliver a wide range of services and support for older people across communities within Gateshead, helping people to remain independent, connected and supported.

At Age UK Gateshead, we are committed to creating welcoming, person-centred services that promote dignity, wellbeing and quality of life for older people and their carers.

This role

This is a highly responsible, fully hands-on role responsible for the day-to-day co-ordination of Age UK Gateshead's Dementia Day Centre.

The Dementia Day Centre Co-ordinator will lead by example, working directly alongside staff to deliver high-quality, person-centred support for people living with dementia and their carers. The postholder will help create a safe, stimulating, welcoming and compassionate environment that promotes dignity, independence, wellbeing and meaningful engagement for every customer.

The role requires someone who can balance operational leadership with practical frontline support, responding to the individual needs, aspirations and wellbeing of customers in a caring and respectful manner.

The successful candidate will demonstrate an understanding of Age UK Gateshead's policies and procedures and ensure these are followed and maintained at all times.

Responsibilities

- Lead and support the day-to-day delivery of services within the Dementia Day Centre.
- Provide hands-on support to customers, including personal care, mobility assistance and wellbeing support where required.
- Lead, support and motivate staff and volunteers to maintain high standards of care and professionalism.
- Create and manage staff rotas, ensuring adequate staffing levels across services at least two weeks in advance.
- Conduct home visits, assessments and risk assessments to support person-centred care planning.
- Promote meaningful cognitive, social and physical activities tailored to customers' interests and abilities, including music, reminiscence, hobbies, conversation, reading and outings.
- Support the safe transportation of customers, including driving Age UK Gateshead vehicles where required.
- Ensure the safety, wellbeing and dignity of customers during transport and throughout service delivery.
- Support meal preparation and mealtime assistance where appropriate.
- Maintain accurate records, daily reports and customer wellbeing information in line with organisational policies and procedures.
- Handle and record daily monies in accordance with Age UK Gateshead policies and procedures.
- Maintain responsibility for the safety, security and cleanliness of the building and busses.
- Ensure confidentiality is maintained at all times.
- Participate in staff meetings, training and continuous professional development.
- Ensure safeguarding, health and safety, and organisational policies are adhered to at all times.
- Carry out any other reasonable duties requested by the Director or CEO.

Please note this list is not exhaustive.

Person specification and Qualifications

The following experience and qualifications are desirable but not essential:

- Experience supporting vulnerable adults or older people.
- Experience leading or supervising a team.
- Experience working with or managing volunteers
- Experience delivering high-quality customer-focused services.
- Full UK driving licence with the ability to drive Age UK Gateshead vehicles, including a minibus.

- Knowledge of dementia care and person-centred support.
- Health and Safety training.
- Moving and Handling training.
- Experience completing risk assessments.
- Level 2 or Level 3 qualification in Health and Social Care or equivalent.

The successful candidate will:

- Be passionate about supporting older people and making a positive difference.
- Have excellent communication and listening skills.
- Be able to communicate effectively with vulnerable people, families and carers.
- Have a positive, caring, can do attitude.
- Be able to successfully lead and motivate a team.
- Be well-organised with the ability to prioritise a busy workload effectively.
- Understand the importance of dignity, independence and person-centred care.
- Have an understanding of the needs of people living with dementia and multiple health challenges.
- Be able to work independently and as part of a team.
- Be able to remain calm and effective under pressure.
- Have good literacy, numeracy and report-writing skills.
- Be sensitive, patient, tolerant and tactful in their approach.
- Understand the importance of confidentiality and maintain this at all times.
- Adhere to the standards, policies and procedures of Age UK Gateshead.
- Maintain excellent timekeeping and reliability.
- Be committed to creating and maintaining a welcoming, high-quality flagship service.

The ability to drive is a role requirement

Other Information

- Contract initially for 12 months (with potential to be extended) subject to six months probationary period and continued funding
- 25 days holiday p.a. pro rata (plus public holidays)
- 3% contributory pension scheme after 3 months
- Salaries are paid direct into your bank account on 21st of each month
- This post will require an enhanced DBS disclosure