Role description

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| Job Title: | Dementia Care Support Worker  |
| Salary: | Dependent on qualifications, skills & experience Starting salary £9.50 per hour  |
| Hours | 21 hours per week. |
| Current Department Name: | The Wood Street Day Care Centre and in the Community  |
| Current Location: | The Wood Street Centre, Tunbridge Wells TN1 2QS |
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| Contractual Status of Role: | Permanent |
| Job Title of Line Manager: | Day Centre Team Leader  |
| Job Purpose: | The Dementia Centre facility aspires to be a place where people with dementia feel safe, happy and at home, and where their carers feel supported, can be signposted to advice and guidance, and can enjoy time out secure in the knowledge that their loved ones are experiencing high quality care. Working within the Service you will be part of a small, dedicated team providing a fun, friendly and professional support service.Possibility of extra hours will be available in our Generic day care centre, to cover sickness and holidays.The Generic service is aimed at those who are living within the community but need extra support to spend the day away from home, this may be physical support and assistance with personal care, or it may be support for those who are becoming isolated as result of poor mental health, depression or loneliness or the early onset of dementia. |
| Main responsibilities: | Both centres: support and enable* To encourage social interaction, remaining respectful and mindful of individual preferences and free will.
* To encourage and enable clients to participate in their own care and to be independent.
* During the day assist any client needing help with personal care needs, i.e., using the toilet facilities, bathing, washing, and dressing
* Ensure each client is given a meal at lunch time, assist with serving of meals and feeding of clients where necessary and being aware of any special dietary needs or preferences, eg diabetic/reducing.
* Serve afternoon refreshments and snack, wash and tidy up after.
* To offer emotional and practical support whenever the client or the situation requires it, seeking help from others in the team when necessary.
* To work with colleagues to tailor and adapt activities during the day according to the needs and levels of functioning of individual service users, with the aim being that clients enjoy their time at the centre.
* To contribute to establishing a pool of resources and stimulating activities to offer to clients, with consideration to how these can be adapted to their needs and abilities.
* To facilitate and engage in a daily program of activities with clients, in small groups, individually or with the group, depending on the nature of the activity and individual preferences.
* To actively seek client feedback during and after sessions with a view to developing a service that best meets the needs and interests of the clients
* To share any identified changes in needs and/or abilities of the individual clients with the Service Manager/Team Leaders
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|  | * ***Working with Carers***
* To take regular opportunities to communicate with carers, pass on messages and report and discuss any concerns.
* To offer reassurance and support to carers and refer to the Service Manager/Team Leaders and/or signpost to advocacy and advice when needed.
* To regularly ask for carer feedback on the quality of provision and ideas for new service developments.
* ***Other Duties***
* To represent and promote the values and services of Age UK Tunbridge Wells and encourage positive attitudes and raised awareness of older people and the issues that affect them, i.e., disabilities, dementia, loneliness, mental health.
* To observe all written policies, procedures and guidelines for good practice agreed by Age UK, including always maintaining confidentiality.
* To help to ensure a safe, clean environment which adheres to policy.
* Maintain the laundry/toilet facilities to high standard of cleanliness during the course of the day.
* To be receptive to regular supervision and any suggestions for improvement in work performance, discussing training needs with the Line Manager and attending training courses once agreed.
* To assist with some administrative tasks necessary for the smooth running of the service.
* To respond to general enquiries regarding the centre and services offered and refer to the Service Manager/Team Leaders as necessary.

To work flexibly and be prepared to perform other duties commensurate with the role |
| Experience  | A positive attitude is crucial to this role as is the ability to adapt to the differing needs of the client group and how these may change over time. Other desirable attributes and skills include:* An NVQ 2 or above in Health and Social Care or equivalent.

Good verbal and written communication |
| Knowledge and skills  | Fantastic communication and interpersonal skills, friendly, enthusiastic with a flexible 'can-do' approach * High standards of personal integrity, confidentiality, and professional conduct
* An understanding of and empathy with older people.
* Some experience of working with people with dementia.
* An ability to listen sensitively to others and adapt communication to meet the needs of individuals.
* An ability to develop productive relationships with clients, their families, and the team.
* An adaptable and resourceful approach, and an ability to find creative and practical solutions.
* A willingness to try out new ideas and to remain positive and enthusiastic in changing situations.
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| Qualifications: | NVQ level 2 or equivalent  |
| Additional requirements: | Personal Smart phone, full drivers license and access to a car Minimum requirement NVQ2 in Heath & Social Care – or the willingness to undertake with immediate effect.Care Support Workers will be required to undertake the following training:* COSHH
* Dementia Awareness
* Equality & Diversity
* Fire Prevention & Awareness
* First Aid
* Food Hygiene Awareness
* Health & Safety
* Infection Control
* Manual Handling
* Medication Awareness
* Protecting Personal Information
* Safeguarding Adults

(This is not a finite list and training will be ongoing) |
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| **Notes:** * *This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities, and dimensions for the role. Therefore, this role description does not describe any individual role holder.*

* *In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*
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