# Job Description

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| **JOB TITLE:** | **Specialist Dementia Day Centre Officer** |
| **GRADE:** | **F** |
| **POST NUMBER:** | **D010700547** |
| **DIRECTORATE:** | **Health, Adults and Communities** |
| **SERVICE:** | **Russia Lane Day Centre** |
| **RESPONSIBLE TO:** | **Day Centre Manager/ Assistant Day Centre Manager** |
| **RESPONSIBLE FOR:** | |
| | **Enhanced check required**<br>**This post is not politically restricted** |
| **JOB SUMMARY:** | *To provide a specialist, quality, person-centred service that meets the needs of vulnerable people living with moderate to severe dementia and supports their carers*<br><br>*To work as a team member to deliver a model of dementia care that focuses on maintaining the strengths and abilities of service users, while promoting choice and independence.* |
| **ROLE REQUIREMENTS:** | |
| 1. | To act as key worker for a number of service users taking into account their physical, psychological, cultural, social and religious needs. |
| 2. | To monitor and record signs of decline in service users cognitive and/or physical abilities and refer/signpost to appropriate agencies in a timely manner. |
| 3. | To develop and utilise specialist dementia care techniques (including direct observations and life history work) to enable individualised support plans to be developed and to participate (On a rotational basis) in completing a reflective practice case study to the wider team |

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| 4. | To identify triggers to behaviour that challenges, employ de-escalation techniques, and work with the wider team to develop strategies to minimise risks to individuals and groups. |
| 5. | To work in partnership with a range of agencies to support carers by facilitating peer support groups and information sessions and signpost to relevant support agencies. |
| 6. | To assist users in all aspects of personal care and hygiene to ensure a high quality, culturally appropriate service to vulnerable people presenting with a range of support needs. |
| 7. | To maintain accurate records and administration systems (manual and electronic) relevant to service users, and comply with Tower Hamlets Information Governance protocols |
| 8. | To lead, facilitate and contribute to the development of appropriate and stimulating recreational and therapeutic activities, designed to meet the diverse needs of service users both within and outside of the Centre. |
| 9. | To support users with medication, enteral feeding and any other supported care needs in line with agreed policy. |
| 10. | To participate in regular supervision, performance development reviews and staff meetings. |
| **CORPORATE RESPONSIBILITIES** | |
| 11. | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach. |
| 12. | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented. |
| 13. | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups. |
| 14. | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role. |

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| 15. | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff. |
| **PEOPLE** | |
| 16. | To liaise with other agencies to ensure the best service and care for service users. |
| 17. | To provide mentoring and support to students on work experience placements |
| 18. | To be able to respond creatively to individual needs which reflects the needs of the diverse borough. |
| **FINANCE** | |
| 19. | Receipting and recording monies in accordance with TH guidelines and procedures. |
| **SERVICE** | |
| 20. | To work within agreed organisational and local policies and procedures relevant to the service area. For example, Mental Capacity, Safeguarding Adults, and Day Services Policies and Procedures. |
| 21. | To assist with basic administrative duties i.e. answering the telephone, recording messages, maintaining registers, diaries and to be responsible on a rotational basis for the ordering, payment and recording of users meals |
| **PERFORMANCE** | |
| 22. | To undertake home visits and gather relevant information to support the development of an individual care plan for new referrals. |
| 23. | To identify and take training in regards to activities and knowledge in accordance with the Performance Management scheme including the development of a Personal Development plan. |
| 24. | To undergo training and use Information Technology in establishing and maintaining information and administrative systems. |

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| 25. | To provide and maintain a safe environment, whilst ensuring that all duties and responsibilities are discharged in accordance with the Council's Health and Safety Policies including Food Safety regulation and the maintenance of risk assessments. |
| 26. | Responsible for updating client records on Framework i/ Mosaic systems |

**OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To have responsibility for the health, safety and welfare of self and those that you support and to comply at all times with the requirements of health and safety regulations, including Lone Working and Incident Reporting

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

**SPECIAL TERMS AND CONSIDERATIONS**

To be able to work evenings with appropriate notice

To be willing and able to work at other London Borough of Tower Hamlets day centres if required.

# Person Specification

| Person Specification for the Post of | | Essential (E) or Desirable (D) (if applicable) | Method of Assessment A= Application Form T= Test I= Interview |
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| **Knowledge** | • Knowledge of the needs of older, vulnerable people living with dementia and an awareness of behaviours that might arise as a result of a dementia related illness.<br>• A knowledge and commitment to the principle of person-centred care.<br>• A knowledge of programme planning for individual users.<br>• A knowledge of current relevant legislation including the Care Act, Mental Capacity Act, Health and Safety at Work Acts. | E<br>D<br>D<br>D | |
| **Qualifications & Experience** | • To hold or be willing to work towards completing Health and Social Care Level 3 with an emphasis on dementia care units and Care Certificate.<br>• A good standard of literacy.<br>• Experience of using Microsoft Office applications including the use of Word, Outlook, and online resources | E<br>E<br>E | |

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| | • Experience of working, paid or unpaid, with people living with dementia.<br>• To have experience in 'Key Working'.<br>• Experience and awareness of working within a diverse community.<br>• Experience of working within a multi-disciplinary team.<br>• Experience of receipting and handling of monies<br>• Experience of using/updating Framework i/ Mosaic systems | E<br>D<br>D<br>D<br>D<br>D | |
| **Living the TOWER Values sets out the essential behaviours required of all staff.** | | **They are aligned to the organisation's five TOWER Values** | |
| We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets | ***Building Relationships***<br>*Seeks opportunities to build positive relationships with people from other teams and partners*<br><br>***Making it a better place to work***<br>*Actively builds a positive team in the working environment*<br><br>***Collaborating***<br>*Shares information and engages others in a timely way to achieve the best outcomes* | | |

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| We are **OPEN** and transparent | **Listening, asking & coaching**<br>Uses effective listening and questioning techniques to understand the needs of others and act accordingly.<br><br>Approachable and actively seeks feedback from others to improve how they do things. | | |
| We are **WILLING** to challenge, innovate and be accountable | **Personal development**<br>Looks for ways to continuously improve and develop within role<br><br>**Improvement and Innovation**<br>Makes suggestions for better and new ways of doing things | | |
| We empower each other to be **EXCELLENT** and go the extra mile | **Being empowered**<br>Takes the initiative to improve outcomes because they can explain the difference they have made. | | |
| We **RESPECT** all communities, they are the heart of everything we do | **Understanding our customers needs**<br>Actively listens to customers and takes steps to making things better for customers<br><br>**Respecting diversity and being inclusive**<br><br>Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service | | |
| **Additional Requirements** | Willingness to work outside of contracted hours in the evenings and weekends subject to notice.<br><br>To comply with the requirement to carry out a DBS check on this role.<br><br>To be physically fit in order to carry out moving and handling | | |