Recruitment information

Job description and person specification

Your title	Dementia Services Supervisor
DBS check	This post requires a Basic DBS
Post number	PRN000448
Your team	Elmbridge Dementia Service
You would be based	Claygate Centre for the Community
Your line manager	Dementia Services Manager

Elmbridge Borough Council
... bridging the communities ...

About the role

Dementia Services provides a day centre group for people living with mild to moderate dementia, the clients attending are either living independently or with their family members. The service provides a social setting for clients to socialise and offers a range of activities for them to enjoy such as music, singing, arts/crafts and quizzes. The clients are independent with all activities, including eating, drinking, and using the toilet, however due to dementia they may require a prompt or reminder.

The main purpose of the role:

1. To act as the Dementia Supervisor overseeing the day programme and participating in the day-to-day activities

2. To work with the Team Leader to ensure the successful daily operation of the service

Specific duties and responsibilities

3. To support the dementia assistants in providing a social day centre approach to help maintain independence and inclusivity for people living with mild to moderate dementia.

4. You will lead the daily team meetings, provide feedback, and ensure the team organise appropriate range of activities.

5. Supervise and mentor the team to ensure the service is suited to clients with mild to moderate dementia, supporting them to continue living in their community.

6. Attend and contribute to staff meetings, training, and complete mandatory and other training required for the role.

7. To supervise the arrival and departure of clients

8. Adhere to the service risk assessments and alert Team Leader with any concerns

9. Provide regular monitoring performance of team members using agreed performance assessment frameworks

10. Complete daily attendance register and associated documentation

11. Maintain client/carer confidentiality and recognise responsibilities to safeguard vulnerable adults from abuse and harm following EBC policies and procedures

12. Establish and maintain effective relationships with the partners, team, clients, carers, Team Leaders and Manager

13. Maintain client/carer confidentiality and recognise responsibilities to safeguard vulnerable adults from abuse and harm following EBC policies and procedures

14. To carry out other required duties in accordance with the grade and responsibility level

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Dementia Services Supervisor **Post no: PRN000448**
Team: Dementia Service **Hours: 21 hours**
Salary: Scale 5 £34,212.00 - £36,319.00 (pro rata 21 hrs)

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
Qualifications and Education		
1 Education to GCSE, O Level or equivalent	D	A
2 NVQ or similar in dementia or related topic	D	A
Experience		
3 Experience of supervising a team	E	A, I
4 Experience of providing a high standard of customer service in a fast-paced environment	E	A, I
5 Knowledge and experience supporting people living with dementia	D	A, I
6 Demonstrate good communication and listening skills	E	A, I
7 Assessment skills for people living with dementia	D	A, I
8 Competent IT skills, including the use of Microsoft Outlook, and other computer systems to communicate effectively and carry out day-to-day administrative tasks	E	A, I
Knowledge, skills and abilities		
9 Effective communication skills	E	A, I
10 Effective problem solving	E	A, I,
11 Ability to work on own initiative	E	A, I
12 Ability to demonstrate a flexible and co-operative approach towards changing business needs	E	A, I
13 Ability to manage multiple priorities, respond effectively to challenging situations, and make informed decisions in a fast-paced service environment	E	A, I
14 Organised and able to prioitise effectively to deliver against challenging deadlines	E	A, I
15 Contributes to effective teamwork	E	A, I
Special requirements		
16 Flexible approach to working patterns	E	A, I
17 Willingness to apply for Basic DBS – this will be obtained after post is offered	E	I