|  |  |
| --- | --- |
| **Job Title:** | **Dementia Care Manager** |
| **Reports To:** | **Clinical Services Manager** |

|  |  |
| --- | --- |
| **Job Summary:** | As Dementia Care Manager (DCM) you will be responsible for the overall management of the Dementia Community, implementing and embedding the company’s dementia care strategy and managing resources within a given budget. |

|  |
| --- |
| **Role Responsibilities:** |
| * Visit potential residents in order to carry out an initial care needs assessment ensuring that the home can meet the individuals needs prior to confirming admission.
* Be mindful of the ‘resident mix’ when assessing new residents to optimize compatibility and community dynamics.
* Ensure that the plan care day is accurate and reflected in the care needs summary and that the resident/relative are involved in identifying needs and preferences. Ensure all information is integrated into a person-centered care plan.
* Build caring relationships with residents and families liaising with them sensitively and appropriately. Act as an advocate for the residents in terms of their best interests, managing any conflict appropriately.
* Manage concerns or complaints raised by residents or relatives in a collaborative polite manner and in accordance with the complaints policy.
* Promote, implement and embed the Dementia Strategy across all areas of the home particularly focusing on the five domains – Environment, Training, Social Engagement, Dining Experience and End of Life Care.
* Work closely with the Activities Team to ensure the development of meaningful activities for residents with Dementia. Support and set expectations for the care team to participate in these activities.
* Ensure the dining experience for all residents is of a high standard and that they are afforded the dining experience of their choice whether that be fine dining or a more informal occasion.
* Promote a culture to enable residents to maximise their capabilities, optimising independence and enhancing their quality of life.
* Ensure that all necessary equipment is available through the procurement process and maintained according to manufacturer’s instructions.
* Act as an inspirational leader to drive a culture of continuous improvement and best in class for all aspects of dementia care and support
* Maintain current knowledge of Alzheimer’s/dementia topics and attend appropriate and relevant training and conferences for self-development
* Complete audits in line with the Governance and Quality Assurance Frameworks and drive and follow up on actions identified through the home’s improvement plans.
* Participate in and provide support to steering groups such as medication, falls and nutrition creating action plans to address improvements required in identified areas.
* Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult’s procedures.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

|  |
| --- |
| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Degree Level or equivalent  | D |  |
| Industry relevant qualifications  | E |  |
| Substantial experience in supporting people with Dementia  | E |  |
| Experience in managing varying levels of stakeholders  | E |  |
| Minimum of three years’ experience in a similar role, working in a fast-paced environment  | E |  |
| Comprehensive understanding of CQC standards and requirements | E |  |
| **Knowledge/Skills & Abilities** |  |  |
| Excellent communication skills both written and verbally  | E |  |
| Exceptional leadership and interpersonal relationship skills  | E |  |
| Excellent personal presentation skills | E |  |
| Ability to prioritise and work under pressure | E |  |
| Knowledge of Care Services businesses and the UK health and social care market  | E |  |
|  |
| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
 |

|  |
| --- |
| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |