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

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| **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. |

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| **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.** |

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| **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 |  |
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| Values – I am fully committed to being:   * Caring * Supportive * Honest * Respectful * Accountable | | |

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