

## Head of Dementia

**RESPONSIBLE TO:** Operations Director

**PURPOSE OF POST:**

- To lead the team in providing the highest quality care & support to Clients, so that they can remain independent in their own homes and thrive in their communities, adhering to the SweetTree Charter.
- To lead on the management and clinical - development and growth of the Dementia Service, including all subsidiary services.
- To lead the office team and support team to ensure the highest levels of engagement and quality practice.

**PRINCIPAL DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:**

- Accountable for the day to day running of the Dementia Service and management of the team's workload.
- Accountable for the delivery of a high-quality, clinically appropriate service that is person-centred and deliver opportunities for independence to all Clients.
- Accountable for the performance of all managed services, measured via the company's quality, employee, client, service and financial KPI's.
- Accountable for ensuring high levels of engagement and utilisation for all members of the support team who are aligned to the managed services.
- Responsible for ensuring the quality of clinical decision making for all care related queries within the service.
- Responsible for the growth and development of the Dementia Services, liaising with all relevant internal company key stakeholders to ensure maximum efficacy.
- Responsible for the effective implementation of company strategy, as set out by the Specialist Services Director.
- Responsible for direct management and support of Care Managers, and by extension - their effective support of all employees in the Service
- Responsible for the maintenance of the management/coordination rota, including annual leave, to ensure the 24/7 nature of the managed services are safe and covered effectively.
- Responsible for the maintenance of the on-call rota, and ultimate responsibility for being the acting on-call for all managed services.

- To partner with the Operations Director/Registered Manager in ensuring any policies and procedures relating specifically to the managed service are up to date and being complied with at all levels with the team.
- To act as the ultimate backstop for Support Managers and to assume their responsibilities upon absence.
- To be the key contact with HR and Training to ensure that the recruitment, support and development of the team are of the highest standard.
- To be the key contact with Finance, to ensure client invoices and team pay is accurate and meets the highest standards.
- To be the key contact with company directors, to ensure the growth, marketing and strategy goals of the business are fulfilled effectively.
- To be the representative voice for Dementia service– both in internal meetings and amidst external stakeholders.
- Be responsible for the marketing, networking, and Service Development Opportunities, in Liaison with the Operations Director (i.e., networking, volunteering, speaking at conferences, events)

## **PERSON SPECIFICATION**

### **Essential Experience, Skills or Attitudes:**

- Essential - A proven professional background and high level of achievement of management in the care sector
- Essential - Extensive experience working with people who have Dementia
- Essential – Experience of leading a management team.
- Essential – Relevant professional qualification.
- Strong Interpersonal skills with the ability to be authoritative, persuasive and motivational to others.
- Be able to present and negotiate a case effectively and be able to plan and manage project-based work.
- Strong desire to continue to learn and develop their own skills
- A ‘doer’ type attitude that does not shirk away from challenges.
- Excellent organisational skills with a strong Customer Services Focus
- Ability and skills to deal with complaints as per policy and procedures.

**WORKING CONDITIONS:** Working hours will be 37.5 weekly. Terms and conditions of employment are as per your employment contract and staff handbook

**DRESS CODE:** Professional and meeting Health and Safety requirements