

Dementia Care Manager

Reporting to: Head of Service/Operations Director

Purpose of Post: To work as part of a team providing high quality care and support to Clients to remain independent in their own homes, reflection the objectives of the SweetTree Charter & Philosophy of Care. You will work closely with the Service Manager in developing the current service and in identifying and designing new services which meet specific needs

Key tasks

- To evaluate the support needs of dementia clients through ongoing assessments of health and wellbeing assessments, including risk assessment, developing, implementing, and evaluating intervention recommendations and plans
- To work closely with the Dementia Team to ensure smooth day to day running of the service, including providing support to the team, clients and the carers and attending to emergencies
- To liaise with families or/and office team members to provide a consistent approach that meets the individual needs of each client
- To assist the clients in achieving the outcomes of their set goals as identified in their support plans
- Liaise with GPs, case managers, primary health care practitioners, statutory and voluntary agencies regarding the best possible care for the family affected by dementia.
- To introduce staff to new packages and to carry out regular monitoring visits to service users and support workers
- To be responsible for the recruitment, supervision, appraisal, induction, development, and performance management of support workers working within the service to provide high quality care for dementia clients
- To maintain up to date records and documentation for both clients and support workers
- To assist the care coordination team to match appropriate staff to cover shifts for service users with appropriate skills for the care and support
- To undertake admin duties as designated by the Service lead
- To participate in answering office telephone calls and to attend meetings as directed by the Service lead
- To develop, liaise and expand the networks with other care providers and partner organisations who also work in the field of dementia



- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements
- Undertake any other tasks as requested by the Service Manager

Essential Skills, Experience and Attitude:

- An understanding of the needs of all Clients.
- An ability to keep up to date with current issues relating to all Clients.
- An understanding of how health and social care is structured.
- Knowledge of legislation relevant to the dementia sector.
- An understanding of the challenges faced by Dementia Support Workers.
- Experience and training working with Clients.
- Experience liaising with external stakeholders and other professionals.
- Experience of working positively in a diverse environment.
- Proficient in the use of the Microsoft Office (Word, Excel, Outlook and Access).
- Ability to communicate clearly and tactfully at different levels, both verbally and in writing.
- Excellent organisational skills and a thorough approach to work.
- Ability to work autonomously and productively as part of a team.
- Physically fit and able to undertake safe manual handling practices as required.

Desirable Skills:

- A relevant professional qualification.
- Strong presentation skills.

WORKING CONDITIONS: Working hours will be 37.5 weekly. Terms and conditions of employment are as per your employment contract and staff handbook SweetTree Home Care Services Ltd

DRESS CODE: A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum. No trainers or jeans are to be worn unless relevant to that expected by the service user group.