



Making every day count since 1988

Job Description

1. JOB DETAILS	
Job Title	Support Worker – Dementia Care
Department	Dementia Services
Grade	3
Responsible to:	Admiral Nurse
2. AIM	
Background:	
<p>St Cuthbert's Hospice recognises dementia as a life limiting condition and promotes living and dying well with dementia. St Cuthbert's Hospice has a dementia service which aims to support people living with dementia, their carers and families throughout the hospice's Living Well Centre and Inpatient Unit and into the wider community.</p>	
Aim:	
<p>To support the provision of a high quality dementia service to people with dementia within the North Durham area.</p> <p>The Dementia Care Support Worker will show a commitment to working with people living with dementia and their carers. With the support of the Admiral Nurse and Namaste Coordinator the Dementia Care Support Worker will provide information, advice, support and signposting to people with dementia, their carers and families and will contribute to community initiatives to support promotion of living and dying well with dementia.</p>	
3. ORGANISATIONAL CHART	
<pre> graph TD A[Head of Clinical Services] --> B[Admiral Nurse] B --> C[Namaste Coordinator] C --> D[Dementia Support Worker (This post)] </pre>	

4. KEY RESPONSIBILITIES

Communication and relationships

- Communicate clearly and confidently with patients, families and volunteers
- Communicate clearly and confidently with key stake holders including other healthcare professionals to advocate for the patient and carers
- Positively publicise and promote Dementia and Namaste Care Service to partner agencies
- Develop positive relationships with other local providers of dementia care and end of life care services, including Primary and Secondary Health and Social care providers, community groups and voluntary services
- Communicate information, which may be complex or sensitive, in an empathic manner to people with dementia and their carers.
- Support carers strategy with guidance from Admiral Nurse
- Provide guidance, support and direction to a team of volunteers.
- Act as role model for colleagues and students

Analytical and judgemental skills

- Work in partnership with the Admiral Nurse to review and adjust programmes of care as necessary
- Recognise own limitations and seek advice or support when required
- Demonstrate an awareness of audit and evaluation processes
- Demonstrate an awareness of quality standard measurements
- Complete accurate, clear and timely records

Planning and organisational skills

- Understand the need to follow established procedures and communicate appropriate boundaries clearly.
- Use time management skills to organise and prioritise workload taking into account need and risk
- Plan and co-ordinate home visits in an efficient and effective manner.
- Support administration of the service, maintaining accurate records and dealing with general correspondence relating to the service
- Support planning and coordination of events to promote and develop the service
- Support facilitation of dementia groups

Physical skills

- Maintain databases and spreadsheets recording accurate data and outcomes of interventions.
- Use of mobile phone for lone working when undertaking home visits for people with dementia.

Patient/Client Care

- Provide appropriate advice, information and support to people with dementia and their carers.
- Provide person centred care which maintains privacy and dignity
- Demonstrate a non- judgemental manner recognising and respecting diversity

Policy and Service Development

- Comply with Hospice policies and procedures and ensure working practices adhere to hospice ethos.
- Take part in staff consultations as appropriate

Financial and Physical Resources

- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met

Human Resources

- Engage in regular supervision and annual appraisal with the Admiral Nurse to support personal and professional development
- Identify own learning needs to meet requirements of the post
- Support volunteers to attend any hospice mandatory training and supervision.
- Participates in the induction of new staff to the clinical area providing advice and instruction on workplace routines.
- Contribute to training delivered by the dementia team.

Information Resources

- Responsible for recording accurate patient data on electronic record system SystemOne
- Use IT systems to collate required data for the dementia service

Research and Development

- Continually look for ways to improve the quality of the service provided to ensure it reflects evidence based best practice and meets the needs of services users

Freedom to Act

- Carries out delegated duties in accordance to agreed plans with limited supervision
- Works within a range of own competency and scope of practice
- Visits patients in acute, community hospitals, care homes and their own homes with advice available by telephone when required.
- Signposts/refers families to other services appropriately.

EFFORT & ENVIRONMENT**Physical**

- Minimal physical effort. Frequently inputs data onto SystemOne (patient database)
- Lone working in a community setting.

Mental

- There is a requirement for frequent daily concentration when implementing the agreed intervention. An intervention can last up to two hours for a patient.
- Work maybe unpredictable and will need to be able to adapt to demands of caseload
- High level of personal motivation and self-awareness/reflective practice.

Emotional

- Post requires frequent, significant emotional effort, with assessing, listening, reflecting and engaging with volunteers, people with dementia and their carers frequently. Home situations may be complex. Dealing with distress in an understanding, respectful, patient and compassionate way are essential skills.

Working Conditions

- Post holder will be required to work predominantly in the community with access to a laptop and mobile phone.
- Post holder will be required to work in line with lone working policy

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.
- Assesses the safety of the physical environment for groups and in community homes.

Safeguarding

- All employees within the Hospice have a responsibility for, and are committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore, it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

