Dementia Champion (Care and Support Services)
Role Profile

Our Dementia Champion will complement services currently delivered by care and support workers to people with dementia, and others with memory problems. Promoting the very highest standards of practice, raising awareness about dementia and supporting the development of creative ways to support people with dementia is at the heart of this new post.

The Dementia Champion has a particular responsibility for delivering high quality, person-centred support to people living with dementia, memory and/or communication problems across two retirement villages (Sandford Station and Westbury Fields).

Role purpose:
Reporting to a Care and Support Manager this role is to ensure the delivery of a high quality care and support to residents living in St Monica Trust’s retirement villages. The role has a particular emphasis on ensuring people living with dementia, memory and/or communication difficulties are fully supported to have positive relationships and fulfilling lives.

Hours of work:
The care and support service operates every day of the week (including weekends) between 7.30am and 10.00pm. Hours of work: 37.5 hours per week split evenly between two retirement villages. Times of work will be flexible by negotiation and influenced by the needs of residents.
## Duties

1. Promote the delivery of excellence in dementia practice for residents living with dementia, memory and/or communication problems.
2. Deliver a high standard of care while maintaining individuals’ independence at all times.
3. Establish and maintain an appropriate network of support is sustained where possible for individuals living with dementia, memory and/or communication problems across two retirement villages (Sandford Station and Westbury Fields).
4. To act as a source of information and advice for other staff, across all St Monica Trust services, working with people with dementia and/or memory problems.
5. Assist with residents’ personal care, mobility, nutritional requirements and social and spiritual activities.
6. Adherence to St. Monica Trust policies and procedures.
7. Respect the confidentiality of knowledge and information at all times and maintaining resident records.

### Main Tasks

#### Dementia champion duties

1. Through meetings and care plan reviews, identify specialist on-site or external services for residents living with dementia, memory and/or communication problems.
2. Supervise care colleagues across two care villages in the context of delivering aspects of dementia and memory loss and communication support to residents across two care villages.
3. Through a series of training, open events and a variety of other communications, promote awareness of the service and the knowledge available to residents across two care villages.
4. Share literature/information on dementia care between all teams and departments across the two retirement villages to ensure that all who interact with residents living with dementia, memory and/or communication problems have appropriate information and awareness.
5. Undertake a key role in spotting and identifying residents who are experiencing changes in health and well-being and who may require dementia care services.
6. Support care colleagues in referring residents to acute dementia care teams within the trust.
7. Alongside Care and Support Manager, devise and continually review a set of core standards to monitor the provision of care for residents living with dementia.
8. Act as a role model of best practice in the delivery of care for residents living with dementia, memory and/or communication problems.
9. Review support plans and make suggestions for continually enhancing the service delivery.
10. Actively engage team members and residents in the cross referral of care across care villages and services of the Trust by contributing to meetings and responding to colleagues’ questions and concerns.

#### Care and support duties

Alongside specific dementia champion duties the role is included on the Care and Support Worker rota to deliver general care and support to residents, these duties include:

11. Assist with the care of residents within their own homes as directed by the Care & Support Manager.
12. Assist with personal care tasks such as hygiene, dressing/undressing, getting in and out of bed, toileting, bathing and commode emptying.
13. Assist residents with the application of creams in accordance with the manufacturer’s instructions (as required/requested by the resident).

14. Support residents when they self-medicate to ensure that medication is taken correctly.

15. Accompany residents to a range of appointments including shopping, health/hospital appointments etc. as necessary.

16. Contact residents using the call system to check on their well-being, according to the agreed procedure.

17. Provide emotional support to residents and residents’ families and friends when necessary.

18. Encourage and facilitate social and spiritual activities.

19. Demonstrate friendliness and courtesy to residents and colleagues, ensuring a pleasant and happy atmosphere and promoting the service positively.

20. Identify any resident who is not responding to support, advice and/or food.

21. Assist residents in meal preparation and ensure their meals are nutritious, supporting the catering and housekeeping teams in maintaining a high standard of meal service and food presentation.

22. Prepare residents’ laundry for collection and ensure a good standard of cleanliness of residents’ homes, rooms and apartments.

23. Change bed linen and make beds (where necessary) and ensure clinical waste is disposed of in the correct manner.

**Monitoring and record keeping**

24. Record details of care as appropriate.

25. Report any changes in residents’ conditions or general welfare.

26. Ensure information is received, read and acted on regarding events of the previous shift - ensure consistency of care provision.

27. Contribute to an effective communication system. Keep accurate records, including entries in agreed communication channels.

28. Ensure compliance with information governance and confidentiality at all times.
Person specification
The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the ‘further information’ section of the application form.

Skills
Communication:
- Delivers messages in groups or one-to-one in a clear, positive manner – checking understanding.
- Record events and deliver instructions clearly.
- Maintain paper and electronic records (as appropriate) – ensuring documentation is up to date, clear and available for review at any time.
- Undertake ‘role model’ status for colleagues; promote high standards at all times.
- Advocate culture of communication and information sharing between team members.
- Negotiate terms or principles of working/business with external suppliers or partners.
- Regularly review internal and external communications (post, emails, memos, notice boards) responding promptly or as required.
- De-escalating skills – managing distressed residents or relatives in a sensitive manner.

Thinking Style:
- Pre-empt issues and trouble-shoot problems before or as they arise.
- Respond to queries and problems effectively and in a considered manner.
- Demonstrates creativity and the ability to problem solve.
- Refer technical decisions which are out of scope of role to line report or next in charge on duty.
- Maintain own skills set, knowledge and best practice.
- Identify and recommend learning and development areas for colleagues.
- Progress team to shared goals under the direction of team leader or line manager.
- Provide feedback to colleagues in a constructive and supportive manner.

Time Management:
- Balance needs of two retirement villages (within the context of this role profile).
- Motivate, inspire and drive colleagues to meet time demands of the role.
- Champion the role of ‘key-worker’ to encourage quality time for residents.
- Under direction of team leader or line manager, ensure the effective running of the unit or department.
- Delegate or share tasks and activities appropriately balancing efficiency with the demands of the role.

Well-being and Values:
- Demonstrate sensitivity to individuals’ needs.
- Promptly respond to, or refer to team leader/line manager (as appropriate to role), issues of residents or colleagues health or well-being.
- Contribute to the facilitation and encouragement of well-being in residents and colleagues.
- Advocate a positive and professional environment.
- Contribute to maintaining a safe and secure environment – reporting faults, repairs or hazards through appropriate channels.

Working with others:
- Liaise with external partners and contacts in a professional and friendly manner.
- Challenge or suggest new ways of working to promote the efficiency of the unit or team.
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Reviewed April 2013

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- Listen to new ideas of colleagues’.
- Contribute to team meetings.
- Encourage a flexible culture within the team – stepping in to relieve colleagues during pressured times or when needs dictate.

Leadership:
- Act as lead supervisor in the delivery of dementia support.
- Deliver informal coaching and guidance as instructed by team leader/line manager and if appropriate when spotted ‘on the ground’.
- Contribute to colleagues’ appraisals.

Knowledge, qualifications and experience

| Experience of working in a nursing home, hospital or sheltered housing setting. | Essential | Desirable |
| Experience of working with older people and/or people with disabilities. | ✔ |
| An understanding of the needs of older people and/or people with dementia. | ✔ |
| Ability to demonstrate theoretical and practical knowledge of up to date dementia care best practice and legislation | ✔ |
| Ability to share knowledge and train in groups and one-to-one | ✔ |
| Ability to attend to personal care needs such as helping with food, bathing and toileting. | ✔ |
| Diploma in Care Level 2 (NVQ or equivalent) | ✔ |
| Diploma in Care Level 3 (NVQ or equivalent) | ✔ |
| Good practice of First Aid and Manual Handling | ✔ |
| Good food and hygiene practice | ✔ |
| Ability to recognise symptoms of medical conditions such as dementia, Parkinson’s disease etc. | ✔ |
| Excellent standard of literacy and numeracy | ✔ |

Additional information

- Duties must be carried out in compliance with St Monica Trust’s Equal Opportunities Policy.
- This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application.