



Information Pack

**Day Support Deputy Manager (Eastbourne & District)
Fixed Term Contract until March 2010**

November 2009

Dear Applicant

Day Support Deputy Manager

Thank you for your interest in the positions at the Alzheimer's Society. Please find enclosed an information pack as requested.

We ask you to fill in your application carefully, giving all relevant information and, in particular, setting out the ways in which you meet the competencies outlined in the job description. You should provide clear and concise examples of a time when you have had to use the necessary skills.

The application should be typed or completed in black ink. The panel will be considering the presentation of your application during the selection process.

Your completed application and any additional papers should be returned to us by **12 noon Thursday 19th November 2009**. Late applications will not be accepted. Interviews for short-listed candidates will take place **Thursday 26th November 2009**. Candidates shortlisted will be invited to visit the See Haven Club on **Tuesday 24th November 2009**.

Please send your completed application form to:

**Carol McHale
Manager
Eastbourne and District Branch
Alzheimer's Society
76 Firle Road
Eastbourne
East Sussex
BN22 8EG**

Yours faithfully

**Elisa Vaughan
Sussex Service Manager**

Introduction

Alzheimer's Society is the leading care and research charity for people with dementia. The Society provides information and education, support for carers and quality day and home care. It funds medical and scientific research and campaigns for improved health and social services and public understanding of dementia.

The Society has a network of over 250 branches, support groups and carers contacts, which is developed and supported by a team of regional and area teams throughout England, Wales and Northern Ireland.

The Eastbourne Branch

The branch was founded in 1990. At present it provides the following services:

HELPLINE

Dementia Outreach Project provides support, information and advice to people with dementia and their carers in the community covering the Eastbourne & District branch area.

Day Care for younger people with dementia, two days a week.

Dementia-Care Information Programmes for carers.

Monthly Carer coffee mornings and monthly Carers' Lunches

Saturday Coffee morning (The Meet and Greet Club) for people with dementia and their carers.

Bi-monthly newsletter

Library of books that can be loaned to members

Social events including musical afternoons, outings, Christmas party, etc.

Annual Training day for staff from statutory, voluntary and private organizations. Each year on a different aspect of dementia-care.

Half day training sessions on all aspects of dementia care

Occasional open-house debates on issues in respect of good practice or new developments in dementia care.

Committee members and the member of staff also attend local meetings to ensure good networking and to raise issues related to dementia care and local provision.

See Haven Club (A social day club for younger people with dementia)

Younger people with dementia have very different needs; they may have already had to face the loss of a daily social structure in terms of working life, and their previously held beliefs of what the future would hold for them.

The See Haven Club will aim to provide a person-centred approach, with staff and members being equals. The atmosphere will be friendly and welcoming, conducive for those attending to enjoy their interests, maintain social skills and participate in a variety of activities. Members may bring to the club any ideas, interests, preferences or activities that they would like to pursue. They may also choose to sit quietly, read, or participate in other activities, they are not required to “take part” in activities if they do not wish to. Staff are there to facilitate and support members when required. Possible activities will include local walks, outings and visits to Leisure Centres, bowling, cinema, the beach and anything else members would like to do. Members could also participate in art and craft activities and computing. Referrals will be via GP's, Psychiatrists, Neurologists and Community Mental Health Teams.

More information about the Alzheimer's Society and its work can be found on the Society's website: <http://www.alzheimers.org.uk>

Fit for the Future

The Society is undergoing a formal consultation process with some staff in relation to a proposed restructure. The post for which you are applying could potentially be at risk of redundancy should the proposal go ahead.

Job Description

Alzheimer's Society – Eastbourne & District Branch

Job Title: Day Support Deputy Manager

Salary: £16,892 per annum pro rata

Actual: £7,239 per annum

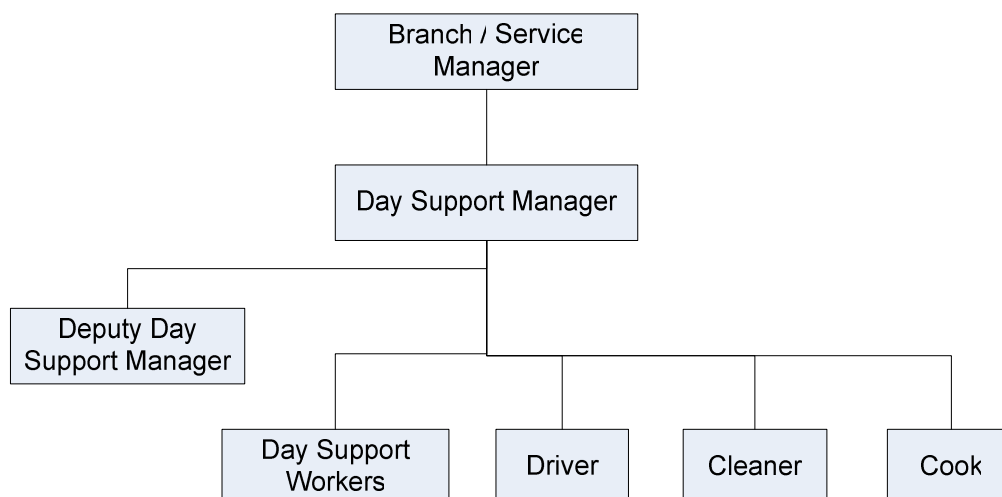
Hours of Work: 15 hours per week

Main purpose of job:

To deputise for the Day Support Manager and work to implement the operational aspects of the Day Support service that will be delivered to people with dementia and their carers.

Position in the organisation

A typical Day Support service structure will look like the chart below:



Scope of job family:

Day Support is sometimes called 'day services' or 'day care' and involves providing formally arranged support for a group of people with dementia in a safe and secure environment using trained staff (and volunteers). The service may be provided at a

particular centre, or may involve activities in the community such as going to the cinema or swimming.

Dimensions and limits of authority:

- In the absence of the Day Support Manager be responsible and accountable for the delivery of high quality Day Support services
- In the absence of the Day Support Manager act as a point of contact for statutory authorities and voluntary agencies in the area.
- In the absence of the Day Support Manager be responsible for the overall management of the staff working in the service

Duties and key responsibilities:

1. To support the Day Support Manager in the development and management of a programme of activities within each Day Support service provided, ensuring stimulating variety and the appropriate level of support is offered, in line with internal and external standards and reflecting the needs and abilities of people with dementia.
2. To assess the needs, abilities and requirements of new clients, identifying the most appropriate activities for them to undertake (this may include home, hospital and/or off-site visits).
3. To establish and maintain excellent working relationships with people with dementia, those who care for them and other professionals, organisations and services where appropriate.
4. To promote and maintain a high and consistent standard of support and where appropriate care practices within the day centre.
5. To oversee the regular review of the Day Support service(s) and report to the Day Support Manager on findings.
6. To be responsible for the transport provision for clients using the Day Support service where appropriate.
7. To ensure that any assistance with clients personal care is provided with dignity and respect.
8. To assist the Day Support Manager in ensuring client records are accurately maintained including care plans, attendance and reporting on-going progress.
9. To lead members of staff and volunteers in providing an excellent service, including providing feedback and managing performance and identify development areas and appropriate training.
10. To provide support to the Day Support Manager for ensuring that all Health and Safety requirements are fulfilled.

11. To act as deputy to the Day Support Manager taking on additional delegated duties as required.

Additional responsibilities:

1. To adhere to all the Society's service standards, policies and procedures.
2. To comply with the data protection regulations, ensuring that information on clients remains confidential.
3. To be responsible for personal learning and development, and of those managed by this post, where appropriate, and to support the learning and development of others and the whole organisation.
4. To work collaboratively with fundraising and media and campaigns teams, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
5. To work in a manner that facilitates inclusion, particularly of people with dementia
6. To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
7. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
8. To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.
9. Where appropriate, to recruit, induct and support volunteers.
10. To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the designated line manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person specification – Day Support Deputy Manager

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

1. Education and qualifications	Application	Interview
To have attained NVQ level 3 in health and social care	✓	

Skills and experience	Application	Interview
Personal or work experience in a care environment	✓	
An understanding of dementia		✓
An understanding of the needs of people with dementia and their carers		✓
Good time management skills		✓
Good listening skills		✓
Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act	✓	
Experience of leading group based activities	✓	
Experience of working with statutory and voluntary agencies	✓	
Experience of managing staff and leading a team	✓	
An understanding of the need for client confidentiality		✓
Basic IT skills including Word and Excel	✓	
Experience of record keeping and report writing	✓	
An understanding of collaborative working *		✓

2. <i>Personal attributes / qualities</i>	Application	Interview
Able to assess and evaluate client needs		✓
Able to devise and implement stimulating activities for people with dementia	✓	
Able to travel independently within the service area *	✓	
Empathy		✓
Non judgemental communication		✓
Commitment to and understanding of equal opportunities		✓
Understanding of the inclusion agenda and its relevance within a diverse society		✓

Job Application Guidelines

Alzheimer's Society aims to be an equal opportunities employer. We aim to treat every applicant fairly. The information you provide in your application form is the only information we will use in deciding whether or not you will be invited for interview, so it is important that you complete it with care. To help you, please follow these guidelines.

1. Please complete all sections of the form.
2. Please complete the application form in **black ink**, as it will be photocopied. Do not stick or glue paper to the back of the form – it gets caught in the photocopier. Please add a separate piece of paper instead.
3. After reading the person specification and job description, think carefully about your application and consider to what extent you have the skills and experience necessary to meet the requirements of the post.
4. Your last and present post allows you the opportunity to tell us about the work you are doing or have done in the past. Be as brief as you can, and use the personal statement at the back of the form to describe in more depth your skills, knowledge and experience relevant to the job.
5. Under the section 'Education, qualifications and training' you are asked to state your qualifications or name a course that you attended. We do not need a full account of your education since your junior school days. It is sufficient to state that you have a specific number of 'A' levels and GCSEs unless you are asked for a specific qualification on the person specification, such as GCSE English. You should mention qualifications or training relevant to the post you are applying for.
6. The personal statement is an important part of the application form and should be used to tell us how you meet the person specification. Always remember to specify your responsibilities rather than those of your section or department. Remember to explain how your current or previous experiences relate to the job you are applying for.
7. Please ensure that your completed application form is returned on the closing date stated on the advertisement. Do not attach any other documentation apart from the equal opportunity monitoring form. Any attachments, such as CVs, references or photocopies of your qualifications, will be disregarded and will not be seen by the selection panel.

- 8.** In order to make good use of the charity's money, your application will not be acknowledged unless you enclose a stamped addressed postcard or similar, nor will you hear from us unless you are selected to attend for interview.

Information for candidates

Terms and Conditions of Employment

Outlined below are some of the main terms and conditions of employment relevant to all employees of the Society.

1. Probation

All posts are subject to a probationary period of 12 weeks unless otherwise stated on the letter of appointment. During this probationary period, either party may give the other one-week's notice in writing to terminate the employment. After successful completion of the probationary period, the notice stated on your contract of employment will apply.

2. Annual leave

The holiday year runs from 1 April to 31 March. In each holiday year, in addition to bank and statutory holidays, the holiday entitlement will be in the first full year 25 days, scaled down according to start date. This then increases in line with service as follows: During the first full leave year and up to 2 leave years 25 days, third leave year 26 days, fourth leave year 27 days, fifth leave year 30 days. Holiday will be calculated on a pro-rata basis for part-time workers.

3. Pension scheme

The Society operates a group money purchase pension scheme arranged through Zurich. All employees may join the scheme on completion of the probationary period. Employees may contribute up to four per cent of their gross salary to the scheme and the Society will double the employee's contribution up to eight per cent of the employees' gross salary. The Society will not pay into a personal pension scheme.

4. Salary payment

The Society has recently introduced a new pay grading system. Line managers will advise new employees of their pay grade when they commence employment.

The commencing salary is a spot salary as stated in the letter of appointment. Salaries are paid in arrears on the 25th of each calendar month, by direct credit transfer into a bank or building society account. (If the 25th falls at a weekend, payment is made on the working day immediately prior to the 25th)

5. Sick leave

The Society operates an occupational sick pay scheme that is based on length of service with the Society.

6. Retirement age

The Society's normal retirement age is 65. However, staff may be employed who are over the age of 65.

Any applicant aged 65 and over who is successful in obtaining a position with the Society should be aware that as a result of the Employment Equality (Age) Regulations 2006 they will now have the statutory right to claim unfair dismissal. They will now also be entitled to a statutory redundancy payment if they are made redundant. In addition, they also have the right to claim statutory sick pay for up to 28 weeks if they are absent from work due to sickness.

7. No smoking

The Society operates a no smoking policy.