

YoungDementia UK

Job Description

Job Title	Support Service Manager
Geographical area	Oxfordshire and bordering counties
Responsible to	Director
Line management	Support Co-ordinator, Adapt Project Worker, Young Onset Dementia Advisors (two)

Context

YoungDementia UK is a well-established charity supporting people with young onset dementia (under 65 years on introduction) and their families. Young onset dementia is progressive and incurable, and for the person and their family, the condition is fundamentally life-changing.

Our specialist team helps people affected to adapt positively to life with young onset dementia through the direct provision of information and support using digital and face to face channels; and manages a collaborative Network to improve support for people with young onset dementia wherever they live in the UK and to promote a better understanding of young onset dementia amongst professionals and the public.

For over 20 years in Oxfordshire, working with younger people and their families, we have evolved a range of individual, group and social programmes. This offering is now due for review to further develop, improve and make the most of the experience and knowledge we have gained.

Building on this practice-base, and in fulfilment of our aim to support and involve more people with young onset, we intend creating a national network of regional hubs to act as the catalyst enabling local support to start up and thrive. In Oxfordshire we already have a core of highly-regarded provision, so the intention here is to explore the potential for extending our young onset dementia services, according to need, into counties bordering Oxfordshire.

Values

We respect the individuality of people whose lives are affected by young onset dementia, promote their dignity, choice and privacy, and work co-operatively with their networks, both personal and professional. We work alongside the person and their family, enabling risk-taking, new experiences and engagement with their community and the world around them.

Main Purpose of the Role

Service Management

This role will manage our current Oxfordshire Support Service and ensure it continues to meet the needs identified by younger people with dementia, their family members and supporters.

Through reviewing and evaluating the current range of services offered in Oxfordshire, the role will enable and manage the development of further innovative services.

Development

The role will explore the potential for extending support in counties bordering Oxfordshire, in particular those counties covered by the regional Cognitive Disorders Clinic in Oxford which are Northamptonshire, Buckinghamshire and Wiltshire.

The role will then develop a plan to convert the potential into reality in close liaison with key interested parties externally, including commissioners, and our national development manager, fundraisers and support team internally.

Strategic

The role will be a key member of the management group and as such will contribute to the charity's strategy, overall operation and expertise.

The role will contribute to the development of a model of regional hubs, ensuring people affected by young onset dementia are involved throughout. With the regional hubs in mind, we will build on information and advice aspects of the Oxfordshire work which already extends beyond the county, and on early stage work in the Sheffield area.

General

The role will ensure the efficient, cost effective and sustainable operation of current and new provision.

This role will work as part of our team to raise the profile and understanding of young onset dementia amongst professionals and the public.

Responsibilities

Support Service for younger people with dementia and their families

Review, improve and further develop the current Support Service in line with our aim to enable people to adapt and live their lives as fully as possible, including individual, group, mutual and social support programmes from the point of diagnosis onwards.

Monitor quality and performance of the Service, and ensure evaluation is integral to the Service and is used to develop, improve and communicate the difference the Service makes to individuals and their families, to team members and to funders.

Ensure efficient and effective, well-co-ordinated systems and processes relating to the Support Service and to personnel within the Service including compliance with all charity policies including confidentiality, safeguarding and privacy.

Make a significant contribution to setting and monitoring the Support Service budget; ensure accurate costings for new developments.

Manage contractual relationships as appropriate to Support Service and ensure compliance with funding criteria and reporting requirements of funders.

Contribute to the dissemination of Support Service practice and the understanding of young onset dementia issues and solutions.
Contribute to internal and external research and development opportunities.

Support Service Team

Manage the recruitment, induction, training, support, supervision, performance and appraisal of the Support Service team; delegate where appropriate to the Young Onset Dementia Support Co-ordinator who co-ordinates current individual support sessions, groups and social programme.

YoungDementia UK Operations

Disseminate expertise and learning from our support practice and provision internally and externally.

Work closely with team members responsible for national and other regional development, communications, fundraising, finance and personnel as required.

YoungDementia UK team member

- Work with YoungDementia UK's ethos, values and policies
- Participate in induction, on-going training, supervision and team workshops
- Engage fully with YoungDementia UK cloud and home-based working
- Represent YoungDementia UK as required
- Report to, consult and work with the guidance of the Director and fulfil any other reasonable request as agreed with the Director

Person Specification Requirements

Qualifications and knowledge	Essential	Desirable
Degree or equivalent level of qualification	Y	
Experience and skills		
Experience of working with people affected by dementia		Y
Knowledge and understanding of dementia		Y
Knowledge and understanding of young onset dementia issues		Y
Experience of developing, implementing, monitoring and evaluating services in social care, voluntary or dementia sector	Y	
Experience of project management	Y	
Experience of working with commissioners and other funding bodies		Y
Ability to develop effective relationships with a wide range of partner organisations	Y	
Ability to communicate clearly and effectively in writing and verbally with different people in different settings.	Y	
Experience of public speaking		Y
Experience of recruiting, motivating and managing staff	Y	

An understanding of community, trust and foundation fundraising and statutory funding		Y
Excellent team working skills	Y	
Excellent organisational and planning skills.	Y	
Experience of cloud-based working. (MS365 training and support provided.)		Y
Attributes		
Highly motivated, positive and creative	Y	
Ability to inspire and motivate others	Y	
Ability to adapt, be flexible and take a solution-based approach	Y	
Ability to prioritise and manage own time	Y	
Able to work meticulously without close supervision and using own initiative	Y	
Practical requirements		
IT confident and competent with reasonably up to date IT equipment, home office and broadband.	Y	
Willingness to work flexible hours – some evening and weekends	Y	
Must be able to drive, hold a current driving licence and have access to a car	Y	

Summary of Terms

Probation Period	Six months
Hours	Full-time 35 hours/week including at least two evenings a month
Location	Home-based – within or reasonably close (travel time/mileage) to Oxfordshire.
Salary	£34,083
Expenses	Mileage - 45 pence per mile. YoungDementia UK will fund the cost of a mobile phone for this role
Annual Leave	6 weeks 3 days, inclusive of public holidays. Taking public holidays off is a choice, with the exception of those relating to Christmas and Boxing Day, which all staff are required to take as leave

This role is subject to a disclosure and barring check

This is a new role and may be subject to change after review. The job description is not intended to be definitive and YoungDementia UK has a good track record of encouraging the strengths of individuals.