



## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

### **Support Officer (Dementia Care)**

**Permanent role, based in Chessington**

**Grade D / D+2**

#### **Role purpose**

To assist the Resource Centre Manager in the development of good care practice,  
To carry out all duties and responsibilities of the post in accordance with departmental policies, procedures and practice.  
To contribute and participate in the implementation of the Dementia Care Mapping approach and the Eden Alternative Ethos to care .  
The role reports directly to the Resource Centre Manager through Deputy Manager / Assistant Manager/Lead Care Staff.  
Providing practical and personal care enabling residents with Dementia to retain as much independence and individuality as possible within a residential setting, with dignity and respect.

#### **Key activities**

Assisting service users with their personal care, e.g. washing, bathing, dressing, shaving, washing hair, nail cutting etc. and assistance with meals, helping to serve and feed service users if necessary - dealing with incontinence, catheter care and in accordance with the individuals needs.

To act as a key worker to individual service users, assessing and monitoring physical, emotional and social needs, participating in devising care plans with service Users and other appropriate people. Keeping up to date records and passing on appropriate information at the end of each shift. Arranging clients' birthdays and supporting individual social needs.

To ensure all calls on service users' call system are answered promptly.

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Distributing medicines, administering eye drops, etc. in accordance with the GP's instructions, departmental procedures, and service users' rights.

Helping service users with mobility problems, and working with the Occupational Therapist in line with the moving and handling regulations.

To maintain accurate and comprehensive and up to date records of service users for whom they are caring and to pass on appropriate information at the end of each shift.

To actively participate in reviews for key service users.

To initiate activities as part of the Centre programme as agreed by the Resource Centre Manager.

Assisting all Resource Centre users to visit the doctor, district nurse, chiropodist or any other professional.

Sluicing and soaking of soiled linen in accordance with the infection control policy.

Assist service users, when requested, in tidying personal belongings and washing personal clothes.

Accompanying service users, if requested, to any outside and hospital visits planned and unplanned.

To be aware of, and adhere to, the RBK Charter of Rights for Older People.

Undertaking any other caring functions commensurate with the grade, and being involved with residents in social and other activities

In consultation with the resident/families offer support to maintain the residents room, clothing and property in order

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### **Customers and Partners**

Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way  
Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

### **Digital/New Ways of Working**

Using new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

### **Delivery**

To attend supervision with line manager in order to assist with personal and professional development.

Attending appropriate training courses as required and completing all mandatory training

Attending staff and other meetings as required, e.g. reviews.

To participate in the planning of the Resource Centres Team Business Plan.

To work flexibly, which may include working in the Day Care Service.

Carrying out all duties in accordance with departmental policy, procedure and practice in particular Safeguarding, Health & Safety, Hygiene, COSHH, Moving and Handling and Fire Safety.

To implement and contribute positively to the promotion of diversity and inclusion within the centre/ home

To assist Resource Centre Manager in organising, participating and running of fundraising events.

The duties of this post may change and develop over time. The post holder will be expected to monitor such changes and developments and in conjunction with the Resource Centre Manager to propose appropriate changes.

### **Equality and Diversity**

Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery.

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### **The person**

In order to successfully deliver the responsibilities of the role, you will need to:

Understand the fundamental challenges for older people affected by dementia.

Have an NVQ Level 2 in Health & Social Care or equivalent.

Effective communication skills both orally and in writing

To be able to work as a member of a team

The ability to recognise service users needs and to respond accordingly.

The ability to promote independence.

To provide creative activities

Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment

Demonstrate agility and adaptability in mindset and ways of working

Work successfully with key stakeholders within and outside of the Council

Demonstrate commitment to own personal and professional development to meet the changing demands of the role

Demonstrate innovation and creativity

Actively engage in positive cross organisational communications and team working

Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.

### **Our Values and behaviours**

**Supportive of trying new ideas, with the courage to change direction.**

**Transparent and connected in all that we think, say and do.**

**Appreciative of each other, recognising and celebrating success.**

**Respectful of difference and valuing diversity.**

**Making Kingston Better Together by living our values**

**Our values and behaviours will feature in everything we do – from recruitment, to learning and development, appraisals and much more. They will help us recruit and keep the best people, support our vision and shape our culture.**



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