
Recruitment information

Job description and person specification

Your title Dementia Service Administration Assistant

DBS check This post requires a Standard DBS check

Post number

Your team Elmbridge Dementia Service

You would be based Claygate Centre for the Community

Your line manager Dementia Services Manager

About the role

To provide day care services for people living with dementia. You will support the office administration and the day care groups, to ensure the smooth running of dementia services.

The main purpose of the role:

1. To carry out duties working with the Dementia Service Manager, Dementia Service Team Leader, Administrator and Supervisor
 2. To undertake administrative tasks using office technology, within expected timeframes, and compliance with all relevant legislation and regulations
 3. To provide excellent customer service when dealing with customers in accordance with the Council's Customer Service Standards.
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Specific duties and responsibilities

4. Assisting the administration officer populating reports and billing spreadsheets for the Dementia Services Team
5. To maintain accurate records and information for the provision of Dementia Services.
6. Plan activity programme and keep calendar up to date, birthdays, entertainment, events etc
7. Support to maintain and update the rota to ensure appropriate staffing and cover for holidays and annual leave
8. To work as part of a team as a Dementia Day Care Assistant for the dementia groups
9. Attend and contribute to staff meetings, training, and complete mandatory and other training required for the role.
10. To assist with the daily arrival and departure of clients
11. Maintain client/carer confidentiality and recognise responsibilities to safeguard vulnerable adults from abuse and harm following EBC policies and procedures.
12. Establish and maintain effective relationships with the partners, team, clients, carers, Team Leaders and Manager.

13. To comply with Elmbridge Borough Council safeguarding adult policies and procedures.

14. To carry out other required duties in accordance with the grade and responsibility level

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Dementia Service Administration
Assistant
Team: Dementia Services
Salary: Scale 3 14-17 £15.06 - £15.78**

**Post no:
Hours: 18 hours**

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education			
1	Education to GCSE, O Level or equivalent	D	A
2	NVQ or similar in dementia or related topic	D	A

Experience			
3	Experience working with people living with dementia and carers	E	A, I
4	Accurate decision making and high standard of customer service	E	A, I
5	Administration experience and demonstrate high levels of accuracy	E	A, I, T
6	Demonstrate good communication and listening skills	E	A, I
7	Assessment skills for people living with dementia	D	A, I

Knowledge, skills and abilities			
8	Effective communication skills	E	A, I
9	Effective problem solving	E	A, I, T
10	Ability to work on own initiative	E	A, I
11	Ability to demonstrate a flexible and co-operative approach towards changing business needs	E	A, I
12	Ability to capture data accurately, respond to enquiries and reasonable level of IT proficiency	E	A, I, T
13	Organised and able to prioritise effectively to deliver against challenging deadlines	E	A, I
14	Ability to work as part of a team, building and maintaining effective relationships	E	A, I

Special requirements			
15	Flexible approach to working patterns	E	A, I

