Job Title: Dementia Day Care Lead

Hours: 25 hours per week

Salary: £19,058 / £14.66 p/h rising to £20,020 / £15.40 p/h as of 01.04.2027

Location: Thirsk

Contract: Permanent

Reports to: Service Delivery Manager

Accountable to: Chief Executive Officer

About the Role

The Dementia Day Care Service Lead is responsible for leading and directly delivering Community Works' day provision for people living with dementia.

This is a hands-on role, with the majority of working time spent delivering the service alongside the Dementia Day Care Assistant and volunteers. The post holder will create a safe, welcoming and person-centred environment where people living with dementia can participate in meaningful activities, maintain skills and independence, build relationships and enjoy their time at Community Works.

The Service Lead will coordinate the day-to-day running of the service, provide guidance and direction to the Dementia Day Care Assistant and volunteers, maintain appropriate records and ensure individual needs, risks and preferences are understood and responded to. The post holder will work closely with families and carers and with the Service Delivery Manager to ensure the service remains safe, effective, responsive and sustainable.

Why this Role Matters

Living with dementia can affect independence, confidence, relationships and connection with the wider community. Families and carers may also need regular opportunities for respite from their caring responsibilities.

High-quality day provision can provide both: a meaningful and enjoyable day for the person living with dementia and reassurance and respite for those supporting them.

The Dementia Day Care Service Lead plays a central role in creating an environment where people are known as individuals, treated with dignity and enabled to participate according to their interests, strengths and abilities.

Key Responsibilities

Dementia Day Service Delivery

- Lead and directly deliver Community Works' Dementia Day Care provision
- Create a welcoming, calm, safe and dementia-friendly environment
- Plan and facilitate a varied programme of meaningful social, cognitive, creative and physical activities

- Adapt activities and support to reflect individual interests, abilities, preferences and changing needs
- Support people living with dementia to maintain independence, confidence, skills and social connection
- Provide appropriate one-to-one support and engagement alongside group activities
- Support people with eating, drinking, mobility and other day-to-day needs within the scope of the service and the post holder's training
- Ensure the service maintains an appropriate balance of activity, social interaction, choice and quieter time

Referrals, Assessment and Transitions

- Manage referrals into the Dementia Day Care service, ensuring enquiries are responded to promptly and appropriately
- Undertake initial assessments with individuals and their families/carers to determine suitability for the service
- Ensure individual needs, risks, communication requirements, preferences and support needs are understood before attendance begins
- Make decisions regarding suitability for the service, escalating complex or higher-risk decisions to the Service Delivery Manager where appropriate
- Coordinate introductions, trial visits and planned transitions into the service to support people and families to feel confident and prepared
- Regularly review whether the service continues to meet an individual's needs safely and appropriately
- Work sensitively with individuals, families, carers and relevant professionals when needs change or when transition to alternative provision may be required
- Maintain accurate waiting lists, referral records, assessments, reviews and other relevant documentation
- Develop and maintain positive links with referral partners, health and social care professionals and other dementia services

Person-Centred Support

- Get to know each person attending the service and understand their history, interests, preferences, communication needs and abilities
- Contribute to and maintain appropriate individual assessments, support information and risk assessments
- Monitor changes in a person's presentation, wellbeing or needs and respond appropriately
- Share significant changes or concerns with families, carers and the Service Delivery Manager where appropriate
- Promote dignity, choice, independence and involvement in all aspects of the service
- Work in accordance with the principles of the Mental Capacity Act and person-centred dementia practice

Day-to-Day Service Coordination

- Coordinate the smooth running of each Dementia Day Care session
- Ensure appropriate staffing and volunteer support is available for planned sessions and escalate gaps in cover to the Service Delivery Manager
- Allocate activities and responsibilities appropriately during sessions

- Ensure the environment, equipment and resources are prepared and suitable for each session
- Maintain accurate attendance, activity, incident and other required service records
- Support effective use of resources and identify equipment or materials required for service delivery
- Provide information to the Service Delivery Manager to support monitoring of attendance, demand, quality and service sustainability

Staff and Volunteer Support

- Line manage the Dementia Day Care Assistant, including supervision, performance management, support and development
- Coordinate and support volunteers involved in Dementia Day Care to ensure there is appropriate capacity and skill within each session
- Ensure staff and volunteers understand individual needs, risks, agreed approaches and their responsibilities within the service
- Ensure staff and volunteers receive an appropriate induction before supporting the service
- Maintain oversight of mandatory and role-specific training requirements for staff and volunteers
- Ensure relevant training is available, accessible and kept up to date
- Identify gaps in knowledge, skills or confidence and work with the Service Delivery Manager to address them
- Support staff and volunteers to develop the confidence and competence required to work effectively with people living with dementia
- Promote consistent, respectful and person-centred practice across the whole team
- Provide regular opportunities for staff and volunteers to raise concerns, reflect on practice and identify learning needs
- Promote a positive, supportive and collaborative team culture within the service

Families, Carers and Partnerships

- Develop positive and respectful relationships with families and carers
- Provide appropriate feedback about the person's day and raise concerns or changes sensitively
- Recognise the important role day provision plays in providing respite and reassurance for carers
- Support new attendees and their families to feel welcomed and confident in the service
- Work appropriately with health, social care and community professionals where required

Safeguarding, Safety and Quality

- Follow Community Works' safeguarding policies and promptly report concerns to the Designated Safeguarding Officer
- Maintain appropriate professional boundaries and confidentiality
- Follow agreed risk assessments, health and safety procedures and safe working practices
- Respond appropriately to incidents, accidents or changes in an individual's wellbeing

- Follow agreed medication procedures where these apply and only within the post holder's training and competence
- Maintain good infection prevention and hygiene practice
- Contribute to service reviews, feedback and continuous improvement
- Responsible for the implementation of medication procedures and maintain the associated records

General Duties

- Work flexibly to meet the needs of people attending the service
- Maintain accurate and timely records using Community Works' agreed systems
- Represent Community Works positively and uphold its values
- Promote equality, diversity and inclusion
- Undertake relevant dementia, safeguarding and other required training
- Carry out any other reasonable duties consistent with the purpose and level of the role

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Person Specification

Essential	• Experience of working directly with people living with dementia and/or significant experience supporting older people with complex needs • Good knowledge and understanding of dementia and person-centred dementia support • Experience of assessing individual needs and determining suitability for a service • Experience of managing referrals, waiting lists and transitions into and out of a service • Experience of line managing or supervising staff • Experience of coordinating and supporting volunteers • Ability to identify staff and volunteer training needs and ensure appropriate training and development is in place • Ability to work effectively with families, carers and health and social care professionals • Ability to make sound decisions where an individual's needs, risks or circumstances change • Experience of planning and delivering meaningful activities for people with different abilities and needs • Ability to lead and coordinate the day-to-day delivery of a small service or activity programme • Experience of supporting, guiding or supervising colleagues and/or volunteers • Understanding of safeguarding adults and ability to recognise, respond to and report concerns appropriately • Understanding of risk assessment and safe working practices • Understanding of the principles of the Mental Capacity Act and supporting people to exercise choice and independence • Ability to recognise and respond appropriately to changes in an individual's presentation, behaviour or wellbeing

	• Strong interpersonal and communication skills, including the ability to communicate effectively with people living with dementia • Ability to develop positive relationships with families and carers • Ability to remain calm, patient and responsive in situations which may be challenging or unpredictable • Good organisational, administrative and record-keeping skills • Ability to work collaboratively with staff and volunteers while also taking responsibility for the effective running of sessions • Commitment to dignity, person-centred practice and Community Works' aims and values
Desirable	• Level 3 qualification in Health and Social Care, Adult Care or equivalent, or equivalent relevant experience • Dementia-specific qualification or recognised dementia training • Relevant qualification or training in activity provision, occupational activity, wellbeing or person-centred support • Safeguarding Adults training • Mental Capacity Act training • First Aid qualification • Food Hygiene qualification • Moving and handling training • Experience of working within a dementia day service, community dementia service or similar provision • Experience of working with and supporting volunteers • Knowledge of local dementia, health, social care and community support services • Full UK driving licence

Terms, Conditions & Benefits

You will be employed by Community Works, a well-established local charity committed to supporting local people and communities.

Terms & Benefits

- Being part of a respected and friendly local charity with deep roots in the community
- 20 days annual leave (pro rata) plus bank holidays
- Pension 5% Employers contribution
- A supportive team environment and collaborative culture
- Flexible working arrangements where possible
- A chance to make a real difference in the lives of local people