**Introduction:**

At Age UK Exeter, we are dedicated to delivering exceptional care and support to older adults in our community. This role is pivotal in ensuring that our day care service operates smoothly and continues to meet the needs of our service users with the highest standards. If you have initiative and are enthusiastic about making a difference in the lives of older people and have the skills to lead a dynamic team, we would love to hear from you.

**Job Title: Day Care Lead**

**Contract Type:**Fixed term (1 yr)

**Job Type:**Part-time (28 hours over 4 days)

Please note that this role may extend to include other days and times as the service develops.

**Pay:**£15.35 per hour (£28950.21 pro rata per annum)

**Benefits:**

- Company pension

- Free on-site parking

**Location:** AGE UK Exeter, The Sycamores, Mount Pleasant, Exeter

**Reporting to**: Operations Manager

**Reference ID:** Day Service Lead

**Job Description:**

We are looking for an experienced service manager to lead our day service project for older adults, including those living with mild to moderate dementia or physical frailty. Reporting to the Operations Manager, the successful candidate will be responsible for ensuring the delivery of a high-quality, safe, and engaging service that meets the varied needs of our service users. This role is crucial to our organisation, as it involves not only managing the day-to-day operations but also actively promoting and championing the service to expand its client base and increase its visibility within the community. This is varied role of working side by side with staff and volunteers delivering services combined with management tasks and service development.

The successful candidate will be excellent at time and task management and be confident in engaging with families, professionals, and various audiences, representing the service with a professional yet empathetic approach.

A key aspect of this role is the ability to meet targets and plan for success, identifying and seizing opportunities to develop the service, encourage recommendations, and secure new commissions.

Please note: While this position is currently part-time with a day shift schedule, there may be a need to extend the role to include additional days and varied working hours as the service continues to evolve.

**Main Duties:**

- Service Management: Oversee the smooth and safe operation of the day service, ensuring it remains enjoyable, stimulating, and inclusive, while catering to the interests and preferences of service users.

  - Work side by side with day service staff and volunteers, support clients attending the service and provide flexible cover when required.

  - Client Engagement: Receive referrals, assess service users' needs, and determine how the day service can best support them.

- Personalised Care: Promote a personalised approach in the delivery of services, ensuring that each user's experience is tailored to their individual needs and preferences.

- Family and Professional Liaison: Confidently engage with families and external professionals to ensure that service user needs are fully understood and met, making referrals to external agencies as needed.

- Service Promotion: Actively champion the day service, seeking opportunities to increase its client base, promote its benefits, and secure new commissions.

- Target Achievement: Meet established targets and develop strategies for service success.

- Record Keeping: Keep accurate and up-to-date client information using the CharityLog web-based client management system and produce reports, as necessary.

- Financial Documentation: Ensure the finance team has all the necessary documentation for invoicing.

- Safety and Compliance: Ensure all staff and volunteers understand and implement moving and handling, safeguarding, first aid, and fire procedures, following necessary training.

- Team Support: Support and supervise a small team of day service assistants and volunteers, fostering a positive team ethos.

- Recruitment: Assist in the recruitment of staff and volunteers as needed.

- Equipment Management: Take responsibility for the upkeep and management of equipment and storage space.

- Training and Development: Take part in supervision sessions, meetings, and relevant training courses.

- provide staffs 121 supervision sessions for staff.

- Health & Safety: Adhere to and promote Health & Safety regulations within the day service environment. Sycamore Days is currently operating as a non-regulated day centre.

- Safeguarding is everyone’s responsibility. As a service lead you will be a key safeguarding worker who is able to recognise and escalate concerns in a professional and timely manner.

- Other Duties: Undertake any other duties commensurate with the role. This can involve supporting other services and activities that are delivered by the organisation.

**On rare occasions, staff may be required to assist with personal care tasks (e.g., help with washing, dressing, or toileting) to manage unanticipated incidents due to age, illness or disability, where appropriate.**

**Person Specification:**

**Essential:**

- Demonstrated energy, flexibility, and diligence.

- Initiative and independent thinker.

- Warm, friendly personality with a non-judgemental attitude.

- Excellent interpersonal and communication skills at all levels, both in person and over the phone.

- Strong supervisory skills with the ability to motivate and lead a team.

- Understanding and sensitivity to the needs of older people.

- Proven knowledge and experience of dementia-friendly approaches, including an understanding of the specific needs, challenges, and behaviours associated with dementia.

- Proficiency with Office 365 and CRM software, such as Charitylog or similar.

- Knowledge of IT systems and m365 applications, or the ability to quickly develop these skills.

- Experience managing health and safety requirements, including writing risk assessments.

- Knowledge of GDPR regulations.

- Ability to juggle competing priorities effectively.

- Ability to work well both independently and as part of a team.

- Respect for older people and a clear understanding of confidentiality issues.

- Ability to remain calm in stressful situations.

- Strong written English and decision-making skills.

**Desirable:**

-Professional curiosity.

- A good general level of education.

**How to Apply:**

**To apply for this position, please submit your CV and a covering letter detailing your relevant skills, experience, and qualities and why you would be a suitable candidate for the role.** *For an informal discussion about the role, please contact our office and ask to speak to Richard.*

**Closing Date:**

28th February 2025

**Please Note: We may close the application process early at our discretion.**

**Interview Date:**

6th March 2025