

## JOB DESCRIPTION

<b>POST</b>	<b>DFK Manager</b>
<b>RESPONSIBLE TO</b>	Chair of Board of Trustees
<b>SALARY/HOURS</b>	£18,564 actual for 25 hours per week (days/times to be negotiated). Occasional Saturdays for which time in lieu will be given
<b>HOLIDAYS</b>	33 days including Bank Holidays pro rata
<b>LOCATION</b>	Dementia Friendly Keighley Information and Support Centre
<b>LENGTH OF CONTRACT</b>	Initially fixed term for one year
<b>PENSION OFFERED</b>	Via Nest (Government Workplace Pension Scheme)

### PRIME OBJECTIVES OF POST:-

- Manage and oversee all aspects of DFK operations (*premises; staff; volunteers; service delivery*) to ensure the smooth and efficient running of the Charity
- Work closely with the DFK Board on all strategic aspects of DFK work, including ensuring the long term sustainability of DFK

### MAIN DUTIES AND RESPONSIBILITIES:-

- To oversee and create the identified DFK services and projects to benefit those people across the Keighley district living with dementia, their carers and families.
- To oversee the recruitment, training, management and support of volunteers; (including ensuring new volunteers receive an induction to DFK, participate in any mandatory training and undertake DBS checks)
- Co-ordinate staff recruitment processes and stages; manage staff employed by DFK; ensure each member of staff receives a formal induction to DFK, (*including mandatory training and employment checks*) regular review meetings, an annual appraisal; oversee work/leave plans and schedules; lead on disciplinary and grievance issues arising from staff, volunteers or service users.
- Oversee the promotion of DFK services, activities, opportunities for volunteering via the DFK website, outreach visits to other organizations, events, etc. and assisting in the creation of: press releases, emails, newsletters and social media messages
- Oversee staff team, and Volunteer Voice, meetings and facilitate the Dementia Experience Group.
- Ensure records of service usage, and users' feedback, are kept and provide regular reports for the Board whilst ensuring legal compliance with data protection and confidentiality requirements.
- Ensure all DFK work and activities are operating within legal requirements as set out in relevant DFK policies and procedures and in compliance with UK and Charity law
- Ensure all appropriate risk assessments for on- and off-site working are undertaken and kept up-to-date; act as lead officer for Safeguarding.
- Liaise with the Treasurer to ensure records of income and expenditure are kept up-to-date and accurate. To also work with the Treasurer on all aspects of staff holiday monitoring, sickness and payroll.
- Provide cover for the Information and Support Centre Co-ordinator during holidays, or other absence periods and assist with client referrals/appointments etc during busy periods.
- Any other reasonable duties that may be required.

**ABOUT YOU:**

- You will have a passion for working with people living with dementia and feel enthused by the positive, empowering ethos at DFK.
- You will have a personal and/or professional understanding of dementia and how it impacts on all aspects of life for people living with dementia and those caring for them and family and friends
- You will be an ambassador for DFK
- You will be focussed, well-organised and able to pro-actively lead the organization
- You will be committed to Equal Opportunities

<b>Skills, knowledge, experience and attributes</b>	<b>Essential</b>	<b>Desirable</b>
Experience of managing staff and/or volunteers, service delivery and working within a set budget	√	
Able to demonstrate strong team working skills and maintain good working relationships, internally and with external stakeholders	√	
Excellent communication, organisational and priority-setting skills	√	
Ability to show compassion, empathy and personal/or professional understanding of people affected by dementia or similar degenerative health issues	√	
Committed to Equal Opportunities and serving the diverse needs of all parts of the Keighley community	√	
High standard of education or equivalent experience		√
Understanding of, and hands-on experience of, using a range of social media platforms and other promotional opportunities		√
Understanding of the wider Voluntary sector, NHS Social Services and Residential Care in relation to Dementia		√