

Job Description

Dementia Day Centre Manager

Hours:	35 hours per week
Location:	The Mabel Churn Centre, 55b The Sunny Road, Enfield, London EN3 5EF
Responsible for:	Dementia Day Centre staff including carers, chef, drivers, sessional workers, volunteers and students
Accountable to:	Head of Dementia Care Services
Salary:	£33,927 per annum

Job Purpose

To provide effective day-to-day values-driven leadership of our specialist Dementia Day Centre at the Mabel Churn Centre, ensuring the service is safe, high-quality, person-centred and inspection-ready. The role is accountable for service delivery, quality, safeguarding, staffing, transport and catering, and for ensuring compliance with CQC Fundamental Standards, statutory requirements and Age UK Enfield policies.

Key Responsibilities

Service Leadership & delivery

- Lead the delivery of a structured, therapeutic and person-centred dementia day service that promotes dignity, independence, wellbeing and inclusion.
- Ensure meaningful cognitive, physical and social activities are planned and delivered in line with individual needs and preferences.
- Maintain oversight of daily operations to ensure a calm, safe and supportive environment for people living with dementia.
- Act as the responsible lead for service quality, outcomes and continuous improvement.
- To deputise for the Head of Dementia Services as and when required.
- Out of hours on call responsibilities – with additional hours being intrinsic to the role where necessary

Person-centred Care & Safeguarding

- Ensure timely assessments, care plans and risk assessments are completed, reviewed and followed in line with best practice and regulatory requirements.
- Embed safeguarding adults practice across the service, ensuring concerns, incidents and learning are appropriately managed and escalated.

- Promote a culture of safety, dignity and respect for people living with dementia and their carers.
- Ensure the service operates in line with the Mental Capacity Act and related frameworks.

People Management & Workforce Development

- Recruit, induct, supervise and appraise staff, volunteers and students, setting clear expectations and accountability.
- Ensure staff are appropriately trained, competent and supported to deliver safe, high-quality care.
- Manage rotas, absence and contingency cover to ensure service continuity, financial sustainability and reliability.
- Foster a positive, professional and values-led team culture.

Governance, Administration & IT

- Maintain accurate, timely and confidential electronic records to an inspection-ready standard.
- Ensure compliance with GDPR, organisational policies and information governance requirements.
- Oversee record keeping for assessments, care plans, incidents, transport and catering.
- Contribute to audits, inspections and reporting to support assurance and governance.

Quality Assurance & Continuous Improvement

- Monitor service performance, feedback, incidents and KPIs, using learning to drive improvement.
- Lead quality assurance activity and prepare the service for internal and external inspection.
- Contribute to organisational reporting, reviews and service development initiatives.
- Support a culture of reflection, learning and improvement.

Transport Management

- Oversee safe, dignified and reliable transport arrangements that support client wellbeing and punctuality.
- Ensure transport routes, schedules and resources balance safety, efficiency, cost and client need.
- Line manage and support drivers, ensuring safe recruitment, training, supervision and compliance.
- Maintain transport records, vehicle safety checks, insurance and contracts to an inspection ready standard.

Catering & Nutrition

- Oversee the provision of safe, nutritious and dementia friendly meals and refreshments.
- Line manage catering staff, ensuring appropriate supervision, rotas, training and performance management.
- Ensure dietary requirements, allergens and nutrition standards are met in line with care plans and risk assessments.

- Maintain food hygiene and safety, infection control and catering records to an inspection ready standard.

Partnership Working & Sustainability

- Work collaboratively with families, professionals and partners to support referrals, engagement and continuity of care.
- Represent the service confidently within internal and external networks.
- Support sustainable service delivery through effective use of resources and value-for-money practice.

General Responsibilities

- Promote equality, diversity and inclusion in all aspects of service delivery and employment.
- Promote the voice and engagement of people living with dementia and their carers.
- Work in accordance with health and safety at work requirements at all times.
- Contribute to organisational activity, including attendance and engagement with meetings as required.
- To work in accordance with all AUKE's policies and procedures.
- To work towards supporting the organisation in maintaining all standards.
- To attend employee, team and supervision meetings as required.
- To ensure good working practice to prevent abuse of vulnerable adults in line with AUKE's Policy and local guidance.
- To attend organisational events in accordance with Age UK Enfield's Events policy.
- To undertake any relevant training as may be required.
- To be flexible undertaking any other duties as required by the organisation including assisting during times of severe weather disruption/crisis management where support for other frontline services is needed which may include working at other sites or in the community setting.
- Excellent time keeping, punctuality and reliability at all times.
- Always provide a professional level of internal and external customer service.
- This job description is not intended to be exhaustive, and the postholder may be required to undertake additional duties commensurate with the role.

Person Specification

Experience / Knowledge	Essential	Desirable
Level 3 (or above) Health & Social Care qualification or equivalent experience.	x	
Knowledge of dementia care best practice, safeguarding adults and CQC Fundamental Standards (including MCA/DoLS).	x	
Management qualification (e.g. ILM) or willingness to work towards one.		x
Dementia-specific training or qualification.		x
Experience delivering or managing services for people living with dementia.	x	
Proven experience leading, supervising and developing staff and volunteers.	x	
Experience of assessment, person-centred care planning, risk management and safeguarding.	x	
Experience of quality assurance, inspections, governance reporting and resource or budget management.	x	
Experience overseeing transport and/or catering services or suppliers.		x
Skills / Abilities		
Excellent IT literacy, including electronic care management systems.	x	
Proven commitment to accurate, timely and compliant record keeping.	x	
Confidence maintaining records to an inspection-ready standard	x	
Sound working knowledge of health & safety, risk assessment and infection prevention in care settings.	x	
Confidence applying safeguarding procedures and escalating concerns appropriately.	x	
Understanding of nutrition, food safety, allergens and accessible transport practice.		x
Personal qualities		
Strong leadership, communication and relationship-building skills	x	
Organised, professional and able to prioritise effectively in a complex environment.	x	
Clear commitment to equality, dignity and person-centred practice.	x	
Flexible approach, including early starts and duty cover	x	
Enhanced DBS Clearance	x	