

Role title	Dementia Care Specialist	Grade	
Reports to	Quality & Governance Director	Location	National role, with travel across England, Scotland and Wales
Job family	Quality and Governance	Hours	40
Role Purpose			
The Dementia Care Specialist is a national subject matter expert role within the Quality and Governance Directorate, responsible for providing specialist advice, guidance and assurance to support high-quality, person-centred dementia care across HC-One homes in England, Scotland and Wales. Reporting to the Quality & Governance Director, the postholder will work collaboratively with operational, quality, clinical, learning and practice development colleagues to strengthen dementia care practice, improve resident experience and support homes to respond effectively to complex dementia-related needs. The primary aim of the role is to act as the Group's dementia care subject matter expert, providing targeted advice and guidance where appropriate. The postholder will work closely with the Head of Training and Practice Development to design, develop and deliver dementia care training, while also offering bespoke and specialised training, coaching and practical support to homes where enhanced input is required.			
Main Activities			
Duties and Responsibilities			
Dementia Care Subject Matter Expertise - Act as the Group's subject matter expert for dementia care, providing specialist advice, guidance and support to homes, operational leaders, quality colleagues and central support teams. - Promote evidence-informed, person-centred dementia care that reflects residents' life history, strengths, preferences, communication needs, cultural identity and individual routines. - Provide expert guidance on complex dementia-related presentations, including distressed behaviour, communication changes, unmet needs, delirium, pain, nutrition, hydration, sleep, meaningful occupation and environmental factors. - Support homes to use positive risk-taking, least restrictive practice, personalised care planning and reflective approaches to improve quality of life for people living with dementia. - Advise on dementia care practice in relation to safeguarding, medicines, falls, nutrition, hydration, oral health, hospital admission avoidance, end of life care and family engagement where relevant. Training, Practice Development and Capability Building - Work with the Head of Training and Practice Development to design, develop, deliver and evaluate dementia care training aligned to organisational priorities, regulatory expectations and recognised dementia training standards. - Deliver bespoke and specialised dementia care training to homes, regions or teams requiring targeted support, including practical coaching, reflective learning and role modelling in practice. - Support the development of dementia care coaches / champions, local practice leads and confident care teams who can sustain learning and promote consistency within homes. - Support the development and delivery of evidence-based and evidence-informed dementia care approaches, including sensory-based interventions, Namaste Care, meaningful occupation, life story work and communication-focused approaches, where appropriate to residents' needs and the home context - Contribute to learning resources, guidance, toolkits, reflective practice materials and competency-based approaches that support colleagues to translate training into everyday care. - Evaluate the impact of dementia training and practice development activity through feedback, observation, quality intelligence, resident outcomes and evidence of sustained improvement. Targeted Support to Homes - Provide targeted support to homes where dementia care practice requires strengthening, including homes with regulatory concerns, complaints, incidents, safeguarding themes, quality risks or identified development needs. - Undertake supportive practice reviews and observations to identify strengths, risks, learning needs and practical improvement actions relating to dementia care.			

- Coach Home Managers and care teams to develop proportionate, person-centred responses to residents' changing needs, with a focus on prevention, early intervention and compassionate support.
- Support homes to strengthen care planning, risk assessment, meaningful activity, communication approaches, environmental adjustments and family involvement for people living with dementia.
- Provide clear feedback, practical recommendations and follow-up support to ensure agreed actions are implemented, embedded and reviewed.

Governance, Assurance and Quality Improvement

- Use quality intelligence, incidents, complaints, safeguarding concerns, regulatory findings, audits and feedback to identify dementia care themes, risks and improvement priorities.
- Provide assurance to the Head of Clinical Governance and Quality Improvement on dementia care themes, emerging risks, training impact, targeted support activity and areas requiring wider organisational action.
- Contribute to quality improvement projects that support better outcomes and experience for people living with dementia and those important to them.
- Contribute to the development, implementation and ongoing review of the Group's dementia strategy, ensuring it is informed by quality intelligence, regulatory expectations, evidence-based practice and the lived experience of residents and those important to them.
- Support the development and review of dementia-related policies, procedures, standards, guidance and audit tools where required.
- Share learning, good practice and improvement outcomes across homes and regions to support consistency, confidence and sustained improvement.

Stakeholder Engagement and Collaborative Working

- Build trusted relationships with Home Managers, Area Directors, Regional Directors, quality colleagues, clinical leaders and training and development colleagues.
- Work collaboratively with external professionals, commissioners, regulators, health services, families and advocacy organisations where appropriate to support positive outcomes for residents.
- Promote a culture of kindness, curiosity, compassion and continuous improvement in dementia care practice.

Safeguarding

Safeguarding is everyone's responsibility and therefore it is important that you are able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concerns. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas. You also have the ability to seek appropriate advice and report concerns, including escalation if action is not taken.

Kindness the HC-One Way

To help us understand how we need to show up to provide the kindest possible care, we have identified 5 Qualities. These are the qualities we know we can coach, support, and develop in ourselves and each other so we can support those we care for to live their best life.

We are CURIOUS: We ask questions, look for clues, and seek to understand.

We are COMPASSIONATE: We try to walk in the shoes of others to understand how we can best support them.

We are CREATIVE: We use imagination to make things happen yet remain practical.

We are COURAGEOUS: We support people to live the life they want without shying away from managing the risks that go with that.

We can be COUNTED ON: We always look for ways to be there and support those in need.

Qualifications and Skills Required

	Essential	Desirable
Qualifications and Knowledge	• Registered Nurse, Allied Health Professional, social care professional or equivalent relevant qualification/experience in dementia care, adult social care, healthcare, quality or practice development. • Specialist knowledge of dementia care, including person-centred approaches, communication, distressed behaviour, meaningful activity, positive risk-taking and least restrictive practice.	• Post-registration or specialist qualification in dementia care, older people's care, practice development, education, quality improvement or leadership. • Knowledge of recognised dementia care frameworks, evidence-based models and national dementia care guidance.

	• Strong understanding of the needs of people living with dementia in care home settings, including those with complex needs, co-morbidities, frailty, delirium, nutritional risks and end of life care needs. • Knowledge of regulatory expectations, safeguarding responsibilities, mental capacity, deprivation of liberty/least restrictive approaches and quality assurance in adult social care. • Understanding of dementia training standards, practice development and approaches that support colleagues to apply learning in practice.	
Skills	• Excellent communication, coaching and facilitation skills, with the ability to adapt support for different audiences and levels of confidence. • Ability to design, deliver and evaluate dementia care training, including bespoke and specialised learning for homes requiring targeted support. • Strong observational, analytical and problem-solving skills, with the ability to identify dementia care strengths, risks, themes and practical improvement actions. • Ability to influence practice through supportive challenge, reflective discussion, role modelling and evidence-informed guidance. • Excellent written skills, with the ability to produce clear reports, feedback summaries, training materials, guidance and assurance updates. • Confident use of care planning systems, incident reporting systems, dashboards and audit tools.	• Experience using Radar, Nourish, PCS, eMAR systems or equivalent digital care and governance systems.
Experience	• Significant experience supporting people living with dementia in adult social care, healthcare or a regulated care environment. • Experience providing specialist dementia care advice, coaching, training or practice development support to care teams. • Experience supporting homes or services to improve dementia care practice, resident experience, care planning, communication approaches and quality outcomes. • Experience working collaboratively with operational leaders, quality teams, learning and development colleagues, families and external professionals.	
Personal Attributes	• Demonstrates kindness, compassion and empathy in all interactions, with a strong commitment to improving quality of life for people living with dementia. • Curious and reflective, with the ability to understand behaviour as communication and seek the reasons behind changes in presentation. • Creative and practical, able to identify realistic solutions that support person-centred care in busy care home environments. • Courageous in advocating for residents, challenging poor practice appropriately and escalating concerns where required.	

	• Collaborative and relationship-focused, with the ability to build trust and influence practice through supportive guidance. • Highly organised, reliable and able to be counted on to follow through on actions, commitments and agreed support.	
Financial Accountabilities	Risk Accountabilities	Headcount Responsibility
N/A	N/A	Direct: N/A Indirect: N/A
Special Features		
This is a national role with travel across homes in England, Scotland and Wales. The postholder will be required to provide targeted and sometimes urgent dementia care support to homes, including bespoke training, practice review, coaching and improvement support where additional specialist input is required.		
Confidentiality		
You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law.		