



Job Description – Community Connexions Outreach Worker

Purpose of the Post

The main purpose of the Community Connexions Outreach Worker post is to provide short term support and assist with therapeutic interventions within a community model of service. This will enable people living with dementia to build and maintain independence and be able to access resources within the community to meet their individualised outcomes.

The post holder will operate within a short term intervention model whereby they will support individuals to identify personal outcomes to maximise independence. The support will be based on the 5 and 8 Pillars model of Community Support. They will also assist the individual to access resources, activities, groups, and other community activities in line with the identified outcomes. The outreach worker will provide information, advice and support on a day to day basis. The post holder will help promote, build and maximize independence and work with the individual over a period of approx. 26 weeks. The level of support will vary but will reduce over a period of time by the end of the support. The post holder will carry a caseload and will work with individuals mainly on a one to one basis. There may be opportunities for working with groups of individuals when delivering some therapeutic interventions in conjunction with the Senior Practitioner or others having the lead role.

The service will aim to ensure that individuals have their outcomes met in the most appropriate way and after a period of short term intervention will signpost or refer individuals to other appropriate settings if required.

The post holder will complement the work of the Senior Practitioner Community Connexions, Dementia Link Workers, Dementia Advisors, Community Activity Organisers and Befriending Coordinators and access resources within the locality.

This is a very flexible post aimed at meeting the needs of people with dementia and indirectly their carers in a given geographical area. The focus and location of the post holder's activity will vary from time to time depending on the individuals needs, although he/she will have a fixed office base.

Accountability and support

The post holder will be line managed on a day-to-day basis by the respective Senior Practitioner Community Connexions.



Main duties and responsibilities

1. To help assist individuals who are living with dementia in identifying outcomes that will improve their health and wellbeing.
2. To help assist individuals living with dementia to reduce social isolation.
3. To help explore the barriers with the individual which are preventing them living the life they would like
4. To provide information and advice in accessing community resources/activities.
5. To identify appropriate community resources/activities to meet individual outcomes.
6. To provide support (when required) to an individual with the aim of building confidence, or accompanying the individual to the community resource as a short term intervention.
7. To help provide information, advice and support in helping to access digital/assistive technology (e.g. memory aids, small pieces of equipment to minimize risk)
8. To work with the Senior Practitioners in providing a range of therapeutic interventions on an individual or group basis i.e. Cognitive Stimulation; Reminiscence; Memory Rehabilitation Techniques; Validation; Use of music/art/horticulture and pet therapies.
9. To provide wider support to family and carers by helping the individual increase or maintain their level of independence.
10. To engage as appropriate with all key staff within the health and social work teams to ensure that there is continuous support for people from the point of assessment and effectively plan and deliver a service to improve and sustain individuals health and wellbeing.
11. To act as a local resource for people living with dementia, within a short term intervention model helping them navigate through the system of health and social care and facilitating their access to services and support within the community.
12. To identify and liaise with support services and community resources in the area.
13. To signpost the individual living with dementia and their families to appropriate local (and national) resources, depending on their needs and wishes at the end of the intervention.



14. To record and monitor all work undertaken and to produce regular progress reports to enable effective monitoring and evaluation of the individual casework and Community Connexions service.
15. To contribute to the wider locality meetings.
16. In conjunction with the Senior Practitioner promote and market the service to professionals and individuals.
17. To initiate, develop and maintain effective working relationships with other professionals working in the field of dementia, in the voluntary, statutory and private sectors in the area.
18. In conjunction with the Head of Operations, Locality Manager and other colleagues in the locality, to identify gaps in provision of support services for people with dementia and their carers, avoiding duplication of existing services.
19. To develop and maintain a good local knowledge of relevant services and groups and named key contacts within them.
20. To attend regional and national staff meetings and training sessions as required and agreed with the line manager
21. To act as an ambassador for Alzheimer Scotland when dealing with members of the public, the media, local statutory and voluntary organisations, and community groups.
22. To carry out any other reasonable duties requested of the post holder.

Pattern of hours

The working week varies between posts. It is anticipated that there will be flexible working according to the needs of the programme of work and caseloads.

The post is graded at points 15-18, pro rata for part-time posts.

It is desirable that the post holder have a full and valid driving licence and access to a vehicle during working time. In some geographical areas this will be essential.

The post holder will be subject to a criminal conviction check through Disclosure Scotland

This job description is open to review by the organisation at any time and was last revised in April 2017.



Person Specification – Community Connexions Outreach Worker

This person specification should be read with the job description for the post of Community Connexions Outreach Worker. Please note that the competencies are not ranked in priority order.

The following criteria will be used in short listing candidates and in appointing the successful applicant.

| Education | Essential | Desirable |
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| Qualification in health and/or social care or community development or equivalent. | | x |
| SVQ qualification level 3 as appropriate | x | |
| Professional attributes and values | | |
| Self-motivated, and dynamic. | x | |
| Demonstrates creativity and resourcefulness in working with individuals with varying needs. | x | |
| Shows an understanding of and empathy with Alzheimer Scotland's aims and values. | x | |
| Shows an understanding of the need for confidentiality at all levels. | x | |
| Shows a commitment to and understanding of equal opportunities, the elimination of discrimination and the empowerment of individuals and groups. | x | |
| Work experience and knowledge | | |
| Ability to assess and evaluate individuals needs. | x | |
| Ability to work with individuals to achieve their personal outcomes. | x | |
| Experience of empowering and enabling individuals living with dementia to maintain independence. | x | |

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| An understanding of the needs of people living with dementia and their carers and its impact on the individual and the family | x | |
| Experience of successful working in a community care setting or in a caseworker role. | x | |
| Understanding of the personalisation agenda | | x |
| Knowledge of the local community and the services available within it. | | x |
| Experience of working with statutory and voluntary agencies. | x | |
| Experience of identifying, understanding and tackling the barriers presented to people living with dementia. | | x |
| Experience of working with people with dementia and/or their carers in a community setting | | x |
| Understanding of the principles, practice and policy aspects of successful community development. | | x |
| Experience or knowledge of providing information or advice with digital/assisted technology | | x |
| Communication & technical skills | | |
| Demonstrates good negotiation skills | x | |
| Ability to communicate effectively with individuals and their carers/family | x | |
| Approachable, with excellent listening skills, tact and the ability to offer support and encouragement in a non-judgemental manner. | x | |
| Ability to communicate effectively with senior managers in statutory bodies, community groups and with individuals. | x | |
| Good written communication and report writing skills | x | |



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| Good IT skills and ability to be self-sufficient in standard IT systems including e-mail and word processing. | x | |
| Group work skills | | |
| Understanding of the principles and practice of effective group work with vulnerable adults. | x | |
| Experience in successful group work with vulnerable adults. | | x |
| Other | | |
| Ability to travel independently within the service area. | x | |
| Full and valid driving licence and access to a vehicle during working time. (Essential for some areas.) | | x |