



COMMUNITY CONNEXIONS OUTREACH WORKER JOB DESCRIPTION AND PERSON SPECIFICATION

PURPOSE

Alzheimer Scotland recognises the vital contribution that Outreach Workers make in connecting people living with dementia with their local community, so that they can build and maintain their independence, and access the community programmes, groups, and services they require to meet their particular outcomes.

The Outreach Worker role is central to our success, in providing people living with dementia, their families and carers with practical support, advice and access to resources, activities, groups and other community programmes that will sustain, as far as is possible, peoples' independence, existing lifestyle and relationships.

ACCOUNTABILITY AND SUPPORT

The Community Connexions Outreach Worker reports to the Community Connexions Senior Practitioner/Practice Team Leader, who will provide the appropriate support and supervision.

It is crucial that the Outreach Worker works in collaboration with the Service Manager, Community Connexions Senior Practitioner/Practice Team Leader, Project Worker (Carers), Community Activities Organisers, Link Worker, and Dementia Advisor in understanding the resources, activities, groups and other community programmes available.

POSTS MANAGED

The Outreach Worker has no direct reports.

KEY ROLES AND RESPONSIBILITIES

The key role of the Outreach Worker is to advise and assist people who are living with dementia in identifying outcomes that will promote their physical, mental and emotional well-being, and enable them to lead their own lives.

The Outreach Worker is responsible for the following:

ASSESSMENT AND REVIEW

1. Meeting with, and building relationships with people living with dementia, their families and carers; and analysing their outcomes in order to understand the support they need to promote their physical, mental and emotional well-being;
2. Formulating, implementing and reviewing support plans with people living with dementia and their carers over a 26 week programme, where the level of support reduces over time;
3. Providing information, advice and support that enables people living with dementia to access the appropriate community resources and services.
4. Signposting or referring people to other appropriate settings at the end of their programme.

COMMUNITY LIAISON AND ADVOCACY

1. Identifying and liaising with appropriate support services, community resources and activities that meet individual outcomes;
2. Acting as a local resource for people living with dementia within a short intervention model; helping people build their confidence, and navigate through the health and social care system; facilitating their access to appropriate services and support within the community;
3. Engaging as appropriate with all key staff and contacts within health and social work teams to ensure that there is continuous support for people from the point of assessment. Effectively planning and delivering a service to improve and sustain an individual's health, well-being, independence and participation in community life.

FACILITATING A RANGE OF THERAPIES

1. Providing information, advice and support that will enable people to access digital/assistive technology to support independent living e.g. (memory aids, small items of equipment to minimise risk);
2. Working with the Community Connexions Senior Practitioner in facilitating 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 etc.

ESTABLISHING RELATIONSHIPS WITH MULTI-DISCIPLINARY TEAMS

1. Initiating, developing and maintaining effective working relationships with other professionals working in the field of dementia in the local voluntary, statutory and private sectors.

RECORDING AND MONITORING

1. Recording and monitoring all work undertaken, and producing regular progress reports to enable effective evaluation of the impact of outreach work on the person living with dementia, and the overall Community Connexions Service.
2. Reviewing the social inclusion progress of people living with dementia, addressing equality and diversity issues

DEVELOPING OUTREACH STRATEGIES

1. Working with the Head of Operations, Service Manager and Community Connexions Senior Practitioner to identify gaps in the provision of outreach services for people living with dementia and their carers; sharing good practice with existing services.
2. In conjunction with the Community Connexions Senior Practitioner, promote and market the service to local groups and individuals;
3. Promoting positive attitudes in public services, and in the local community by providing information to raise awareness of the practical, psychological and emotional impact of living with dementia, and how people can support people to achieve their outcomes;
4. Devising strategies to engage hidden people who are living with dementia, developing meaningful services that are based around genuine outcomes;
5. Ensuring people living with dementia are consulted on relevant aspects of the service;
6. Sharing new ideas and successes with the wider area, and attending regional and national staff meetings and training as required.

HEALTH AND SAFETY

1. Ensuring that all appropriate Health and Safety training is completed and refreshed where necessary;
2. Reporting risks or issues to the Community Connexions Senior Practitioner.

This job description is regarded as a guide to the accountabilities associated with the Community Connexions Outreach Worker role; additional or alternative tasks within the capability of the post-holder may from time to time be required.

Each of the Community Connexions Outreach Worker responsibilities are to be carried out to Alzheimer Scotland's standards, policies and procedures; as well as to the adherence of National Care Standards and the Scottish Social Services Council's (SSSC) codes of practice.

The post holder will be subject to a Protecting Vulnerable Groups (PVG) scheme check.

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



COMMUNITY CONNEXIONS OUTREACH WORKER - PERSON SPECIFICATION

SPECIFICATION	HEADING	DESCRIPTION	ESSENTIAL	DESIRED
QUALIFICATIONS	<ul style="list-style-type: none"> SVQ Level 3 	Recognised professional qualification in social services and healthcare to a minimum of SVQ Level 3 or equivalent; or to be prepared to achieve this in-role.	Yes	
	<ul style="list-style-type: none"> SSSC registration of fitness to practice. 	Up to date registration of fitness to practice which demonstrates the standards of character, conduct and competence necessary for individuals to carry out their role safely and effectively with regard to the SSSC Codes of Practice.	Yes	
	<ul style="list-style-type: none"> UK Driving licence. 	Full and valid UK driving licence, and access to a vehicle during working time.	Yes	
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Relationship Building and Collaboration 	Building and managing positive working relationships and networks with people living with dementia; support services; key contacts within health and social work teams, and local multi-disciplinary teams in the voluntary, statutory and private sectors. Collaborating with the team to identify and work effectively towards delivering a shared purpose.	Yes	
	<ul style="list-style-type: none"> Communication and Influence 	Communicating in a clear, concise and targeted way using evidence, information and research to influence others, including those in authority.	Yes	
	<ul style="list-style-type: none"> Observation and Empathy 	Observing the individual circumstances of people living with dementia; sensing and understanding their feelings and emotions, in order to identify the best interventions they need to promote their physical, mental and emotional well-being.	Yes	



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SPECIFICATION	HEADING		ESSENTIAL	DESIRED
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Judgement, planning and organisation 	Formulating and implementing personal outcome plans, whilst balancing resources and energy on key priorities. Having the ability to cope with limited resources, seize opportunities and think creatively. Exercising judgement and initiative, and being accountable for your practice.	Yes	
	<ul style="list-style-type: none"> Achieving results 	Having an awareness of the wider context of your work and the overall vision of Alzheimer Scotland. Reviewing the quality of the outreach service, taking accountability; recommending developments and improvements that will enable people living with dementia to achieve their outcomes.	Yes	
EXPERIENCE	<ul style="list-style-type: none"> Dementia 	Understanding the practical, psychological and emotional impact of dementia and supporting people living with dementia to achieve their outcomes.		Yes
	<ul style="list-style-type: none"> Social Services 	Providing social work, personal care, protection or social support services to people in need.		Yes
	<ul style="list-style-type: none"> Assessment 	Assessing individuals with dementia to understand their core support outcomes.		Yes
	<ul style="list-style-type: none"> Community liaison 	Identifying and liaising with appropriate support services and community resources.		Yes
	<ul style="list-style-type: none"> Multi-disciplinary teams 	Liaising with other professionals working in the field of dementia in the voluntary, statutory and private sectors.		Yes
KNOWLEDGE	<ul style="list-style-type: none"> Alzheimer Scotland's aims and values. Community Connexions Practice Model. Voluntary sector. Protection of Vulnerable Groups. Recording and monitoring support plans. Therapeutic interventions. Health & Safety risk assessment. 			Yes
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