

<b>Role Title</b>	<b>Intensive Dementia Outreach Worker</b>
<b>Directorate / Business Hub</b>	<b>Families</b>
<b>Grade</b>	<b>Scale 4</b>
<b>SAP Position Number</b>	
<b>Date Prepared</b>	<b>12/12/2017</b>
<b>Purpose</b>	
To provide person-centred, high-quality community-based support to enable people with dementia and their carers to maintain their independence, choice and control.	
<i>Generic Accountabilities</i>	<i>End Results/ Outcomes</i>
Provide person-centred, high-quality support to people with advanced dementia, including personal care. To support the carer to continue within their role. To ensure that maximising independence, choice and control is at the heart of all service provision.	<p>Needs are met in accordance with the individual support plan.</p> <p>The individual and their carer remain empowered throughout the process.</p> <p>Planned and consistent approaches to working with people with complex needs and/or challenging behaviour</p> <p>Support is provided in accordance with Council procedures and current best practice.</p> <p>Appropriate risks are considered and assessed.</p> <p>The service is outcome focused with a continuous review of progress against objectives.</p> <p>Empowering people with complex needs and/or behaviour that may challenge to participate within the community. Connections and networks in the local community are encouraged and supported.</p> <p>Emotional support to service users and their families/carers is provided.</p> <p>A professional and courteous service is provided.</p>
Provide intimate personal care to vulnerable adults.	Health, safety, personal hygiene and dignity of the individual are maintained.

<p>Liaise with colleagues and other agencies to support people with dementia and their carers with a range of needs identified within the support plan.</p>	<p>Cases presenting complex issues are escalated to colleagues appropriately and in line with agreed procedures.</p> <p>Referrals to other agencies are made in an appropriate and timely manner.</p>
<p>Monitor and report on the achievement of outcomes as identified within the support plan.</p>	<p>Progress is recorded accurately and effectively.</p> <p>Where escalation of cases is required, this is completed in an appropriate and timely manner.</p>
<p>Organise and maintain records and documents using the appropriate process /system.</p>	<p>Accurate, complete and relevant information is recorded in the correct format within timescales.</p>
<p>Carry out all duties with an awareness and understanding of the safeguarding requirements within own area of responsibility.</p>	<p>Behaviours and actions support the safeguarding of vulnerable adults as appropriate.</p> <p>Where required, enact safeguarding procedures to ensure the welfare of service users.</p>
<p>Act in accordance with all policies and procedures which apply to the job and the Council, and understand the reasons for this.</p>	<p>All relevant policies and procedures are complied with.</p>
<p><i>Job Specific Accountabilities:</i></p>	
<p>Support service users to achieve maximum independence, choice and control through the delivery of effective dementia-specialist support.</p> <p>Report to Manager and work closely to achieve the outcomes specified within the support plan, seeking guidance as required.</p>	<p>Appropriate support is provided in line with support plan and procedures.</p> <p>Sessions are planned, facilitated and engaged in, with clear outcomes for each individual.</p> <p>Health, safety, and dignity of the individual are maintained.</p>
<p>Provide support to vulnerable adults.</p>	<p>Effective support is provided, in line with the Support Plan.</p> <p>Service users are engaged in activities that promote their independence, choice and control.</p> <p>Connections and networks in the local community are encouraged and supported.</p> <p>Any risks to service users are identified and appropriate action is taken in a timely manner.</p>

<p>Ensure accurate delivery of commissioned services</p>	<p>Gather sufficient information on the person with dementia and their carer before attending visits.</p> <p>Report to senior Manager if any changes/absences required on the rota.</p>
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<p><b><i>Nature of Contacts</i></b></p> <p>Work directly with parents/carers and vulnerable adults in receipt of services.          May involve dealing with challenging behaviour and situations.          Work directly with members of the public.          Work directly with other professionals.</p>
<p><b><i>Procedural Context</i></b></p> <p>Organise tasks within a support plan, using analysis and judgement to apply knowledge of procedures and best practice.</p> <p>Work is within procedures and best practice guidelines including: medication, moving and handling, personal care, risk assessments, health and safety procedures, safeguarding, and passenger assistant guidelines. Takes an active role in attending all relevant mandatory training courses.</p> <p>Respond to changing events as required.</p> <p>Promote and adhere to the professional code of practice: Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.</p> <p>Ability/ willingness to travel throughout the borough as required.</p> <p>Ability/ willingness to work flexibly with different shifts, including evenings and weekend rota, as required by the service.</p> <p>Commitment to work part time 36 hours per week, with possibility of overtime being offered if there is a service need.</p> <p>Achievement of the following <a href="#">Department of Health Dementia Core Skills Education and Training Framework</a> (CTRL and left-click to open) subjects:</p> <ul style="list-style-type: none"> <li>• Dementia awareness</li> <li>• Dementia identification, assessment and diagnosis (tiers 2 and 3)</li> <li>• Dementia risk reduction and prevention (tiers 2 and 3)</li> <li>• Person-centred dementia care (tiers 2 and 3)</li> <li>• Communication, interaction and behaviour in dementia care (tiers 2 and 3)</li> </ul>

- Health and well-being in dementia care (tiers 2 and 3)
- Pharmacological interventions in dementia care (tiers 2 and 3)
- Living well with dementia and promoting independence (tiers 2 and 3)
- Families and carers as partners in dementia care (tiers 2 and 3)
- Equality diversity and inclusion in dementia care (tiers 2 and 3)
- Law, ethics and safeguarding in dementia care (tiers 2 and 3)
- End of life dementia care (tiers 2 and 3)
- Research and evidence-based practice in dementia care (tiers 2 and 3)

### ***Key Facts and Figures***

May involve use of domestic equipment.

May involve moving and handling of people and use of assistive technology.

May involve use of multimedia equipment- Tablets, mp3 players, camera, video etc.

Responsible for own and others' safety and security (e.g. home visits, community outings).

Enhanced DBS clearance required.

Drivers desirable, but not essential.

### **Resourcing:**

Staff Management - Nil

Budgetary responsibilities - Nil

**Competency Level: All Colleagues**

**Knowledge, Skills and Experience**

- Appropriate experience of working with service users with a range of support needs and understanding of the relevant statutory frameworks / requirements plus current best practice in working with people with dementia.
- Knowledge of the following subjects from the Department of Health's Dementia Core Skills Education and Training Framework:
  - 1: Dementia awareness
  - 2: Dementia identification, assessment and diagnosis
  - 3: Dementia risk reduction and prevention
  - 4: Person-centred dementia care
  - 5: Communication, interaction and behaviour in dementia care
  - 6: Health and well-being in dementia care
  - 7: Pharmacological interventions in dementia care
  - 8: Living well with dementia and promoting independence
  - 9: Families and carers as partners in dementia care
  - 10: Equality diversity and inclusion in dementia care
  - 11: Law, ethics and safeguarding in dementia care
  - 12: End of life dementia care
  - 13: Research and evidence-based practice in dementia care
- Practical knowledge of implementing research and evidence-based practice.
- Proven ability to manage behaviour that may challenge services.
- Proven ability to encourage and support connections and networks of service users and the local community.
- Ability to build trusting professional relationships with service users and their carers/ families.
- Proven ability to provide person-centred, high-quality support to people with advanced dementia and their carers. To ensure that maximising independence, choice and control is at the heart of all service provision..
- Proven ability to build and maintain effective working relationships with a range of colleagues across health, social care and the voluntary sector.
- Literate and numerate. Ability to maintain required records.
- Excellent interpersonal and communication skills (verbal and written).
- ICT skills including use of Microsoft applications and Mosaic.

- Proven ability to manage behaviour that may challenge services.
- Proven ability to encourage and support connections and networks of service users and the local community.
- Proven ability to work as an effective team member
- Commitment to enabling the Service User retaining control and to continue to live their chosen lifestyle as far as possible.
- Ability to work with Service Users and carers to identify risks and to share the management of those risks where appropriate.
- Commitment to enabling Service Users to maximise the use of their own skills and abilities and to allow them to take calculated and informed risks where this enhances the quality of their life.
- Commitment to the Council's Equal Opportunities Policy
- Commitment to uphold and comply with the statutory provision of the Health and Safety at Work Act 1974 and any other relevant legislation or Council Policies and Procedures relating to Health and Safety at Work.
- Commitment to uphold and comply with the Council's Medication Policy and guidelines.
- Ability to actively promote the Council's Customer Service Policy, ensuring the needs of our customers are considered at all times to enable the Council to meet its customer satisfaction targets.
- Commitment to continuous professional development.
- Ability to reflect on caseload and evaluate intervention provided, and seek guidance and training as required.

### **Indicative Qualifications**

Relevant experience as outlined above.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.