Job Description

Job Title: COMMUNITY DEMENTIA OUTREACH WORKER

Responsible to: OPERATIONS DIRECTOR (MEDWAY & FAVERSHAM)

Reports to: COMMUNITY SERVICES MANAGER (MEDWAY & FAVERSHAM)

Location: MEDWAY COMMUNITY

Job Description:

Job Purpose

To act as care worker under the management of Age UK Kent Rivers. To provide an agreed level of support and care to older people living with dementia, enabling them to stay in their own homes wherever possible, whilst adhering to the Company code of professional conduct and all other relevant policies.

Key Responsibilities

- To encourage and support individuals to maintain social networks and access social and leisure facilities
- To accompany clients on outings and events as required and to ensure their welfare at all times.
- To keep abreast of relevant developments, research and best practice in the field of care for people with dementia.
- To undertake tasks required to assess and meet the needs of individuals on a daily basis, enabling independence, health and well-being of the clients.
- To provide information and make recommendations to your line managers that enable them to maintain up to date care plans and life histories.
- To ensure that the client's safety, respect, dignity and privacy are maintained at all times.

- To assist clients with eating, drinking and tending to personal care needs when required.
- Assist client to self-medicate, or administer medication in accordance with the organisation medication policy.
- To establish good relationships with clients (and their carers, where applicable).
- To monitor client satisfaction.
- To promote a healthy lifestyle.
- To ensure that the nutritional needs of individuals are met, and assisting those who need help during meal times – being aware of any swallowing difficulties and dietary requirements.
- To conduct regular home safety checks.
- To assist in monitoring clients' needs and reporting any changes in dependence or mental or physical health to team leaders or managers.
- To work as part of a team to enable the independence, health and well-being of service users.
- To respect the confidentiality of all service users.
- To maintain records of visits and any relevant care needs and/or action taken.
- To liaise with a range of health and social care professionals and organisations
- To collect service user contributions and record as appropriate.
- To undertake routes as economically as is viable.
- To attend regular supervision and staff meetings.
- To follow all the organisations procedures as described in the handbook and discussed at induction.

Communication and working relationships

Internal

- Chief Executive
- Operations Manager
- Community Based Manager
- Board of Trustees
- Day Centre staff
- Volunteers
- Administration staff
- Service Users and Families

External

- Social Services
- Care Managers
- Age UK Organisations
- Adult Mental Health Services
- Occupational Therapy Services
- Physiotherapy Services
- Hospital Admission/ Discharge Departments
- Housing Organisations
- Statutory and Voluntary Organisations

Performance Review

Personal Performance will be assessed annually.

Personal development plan or training will be agreed with the chief Executive.

General

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure, as an employee that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act, and must maintain strict confidentiality in respect of Service Users, staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Kent Rivers aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous and empathetic manner.

Age UK Kent Rivers maintains the right to amend the Job Description in consultation with the post holder. Any agreed changes will be notified in writing.

Personal Specification

Education & Qualification

- An NVQ 2 in Care or willing to work towards the qualification

Experience

- Experience of care work, particularly with dementia, working in the community or with older people

Strengths and Characteristics

- Excellent team worker who takes responsibility for the team's decisions and actions
- Takes responsibility for his/her own performance and for the team's performance
- Excellent communication skills and able to give and receive feedback
- Has a personal commitment to Age UK Kent Rivers's values and demonstrate behaviours that is consistent with them.
- Thrives on a challenge and is resilient
- Open to change. Receptive to new ideas and different ways of working.
- Takes the initiative in assessing and providing holistic care
- Loves going the extra mile but understands the need for professional boundaries.
- Pays attention to detail
- Highly skilled and takes responsibility for developing his/her competence and capability.
- Has good local area knowledge
- Is willing to undertake training required to enhance knowledge and skills to provide high quality, personalised care.

Key Skills Criteria

- Applicants need to be able to demonstrate a knowledge of issues relating to older people
- Skilled at identifying need and promotion of independence
- Empathy – understanding the behaviour of others and the contributing factors
- Good interpersonal skills
- Good communication skills
- Ability to work within a team
- Able to work on own initiative, unsupervised
- Able to be flexible

Operational

- Committed to working in a team
- Willing to liaise with specialist advisors to problem solve
- Must hold a full UK driving licence and have the use of an adequately insured vehicle for work purposes.
- Must have use of a Smart phone.
- Must be prepared to have a Disclosure and Barring Service (DBS) check.