



Full Time 37.5 hours



Reports to Support Manager



Enhanced DBS

Support Worker

Purpose:

The purpose of this role is to support people to live fulfilling, independent, and meaningful lives. Our support workers provide personalised, practical, and emotional support that helps individuals build skills, confidence, and connections in their communities. They play a vital role in creating safe, respectful environments where people are listened to, valued, and supported to achieve their personal goals. Through everyday interactions and thoughtful support, our support workers help the people we support to live life on their own terms.

Objectives:

Personalised support and daily living

- Deliver high-quality, person-centred support tailored to each individual's needs, preferences, and goals.
- Support individuals with daily living activities such as personal care, meal preparation, medication, and household tasks.
- Promote independence by encouraging individuals to take an active role in their own care and routines.
- **Skill development and independence** Support individuals to build practical skills such as cooking, budgeting, travel, and communication.
- Assist individuals in accessing education, training, and employment opportunities, including application and interview support.
- Help individuals to set and achieve personal goals, regularly reviewing progress with them.

Health, safety and wellbeing

- Monitor and respond to health and wellbeing needs, escalating concerns as appropriate.
- Administer medication and support health appointments in line with individual care plans.
- Maintain a safe, clean, and secure environment in line with health and safety policies.

- Support individuals in managing risk, promoting informed choices while balancing safety.

Community participation and social inclusion

- Support individuals to be part of their local community, attend activities, events, or places of interest.
- Encourage and facilitate participation in social, recreational, and cultural activities based on individual preferences.
- Build and maintain links with community organisations to expand opportunities for inclusion.

Relationships and communication

- Promote positive relationships with family, friends, and support networks, involving them appropriately.
- Use clear and respectful communication tailored to the needs of each individual, including non-verbal methods where required.
- Advocate for individuals' voices to be heard in decisions about their support and lives.

Recording, reporting and compliance

- Keep accurate and timely records of support provided, incidents, health updates, and outcomes achieved.
- Follow all organisational policies and procedures, including safeguarding, medication, and data protection.
- Participate in audits, reviews, and inspections to ensure ongoing compliance and continuous improvement.

Teamwork

- Work collaboratively with colleagues, families, and professionals to deliver consistent and coordinated support.
- Actively contribute to team meetings and service improvement initiatives.

Continuous personal development

- Actively engage in supervision, training, and development opportunities to maintain and improve professional skills.

Key Relationships

- People we support
- Families and carers
- Team Leaders
- Fellow Support Workers and wider team
- Health professionals (e.g. GPs, nurses, therapists)
- Social workers and care coordinators
- Community groups and activity providers
- Volunteers
- External agencies (e.g. housing, benefits support, transport services)
- Compliance, safeguarding, and quality assurance teams

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role					What this means
Data Literacy						People at this level understand the basics of collecting and using data safely.
Digital Skills						People at this level use a range of digital tools and follow online safety rules to help their team work smoothly and safely
Governance and Compliance						People at this level understand the basic rules, policies, and safety steps the organisation must follow
Commercial Awareness						People at this level understand simple financial ideas and know why it is important to use money and resources responsibly.
Health and Safety						People at this level use health and safety rules in their everyday work and help maintain a safe and healthy environment
Inclusion						People at this level use inclusive behaviours in everyday work and make sure others feel welcome and involved.

BEHAVIOURS - VALUES

Behaviour	Level required for role					What this means
Equip						People at this level prepare well and work in a steady, organised way. They make sure others can get the right information and that work runs smoothly.
Involve						People at this level make sure others are involved in conversations, teamwork, and making decisions.
Support						People at this level give strong support and encouragement to others. They help create a workplace where everyone feels valued, included, and able to grow.
Recognise						People at this level use clear communication, good listening, and quick responses in their everyday interactions.
Challenge						People at this level take responsibility, try new ideas, and adapt well to change to help work move forward.

SPECIALIST SKILLS

Skill	Level required for role					What this means
Safeguarding						A deeper understanding of safeguarding practices. They know how to recognise signs of abuse in greater detail and can contribute to safeguarding efforts.
Person-centred Practice						Understand person-centred practice in greater depth and can implement it in their work. They are aware of the importance of collaboration and active listening in supporting individuals.
Mental Capacity						A deeper understanding of mental capacity and can identify when capacity needs to be assessed. They are aware of assessment criteria and legal frameworks.
Restrictive Practice and DoLS						A deeper understanding of restrictive practices and DoLS. They understand the situations in which restrictive practices may be necessary and the safeguards that must be in place to ensure their use is legal and appropriate.
Leading and Managing Partnerships						A basic understanding of the importance of partnerships in adult care. They recognise the value of collaboration and are aware of the key partners involved in providing care.
Duty of Care						A deeper understanding of the principles of duty of care and its application in practice. They are able to recognise the impact of their actions and decisions on the safety and well-being of individuals
Compliance and Recording						A more detailed understanding of compliance requirements and the systems in place for maintaining records. They are aware of the regulations governing care settings and can apply them to daily practice.

GENERAL SKILLS

Skill	Level required for role					What this means
Active Listening						Listens actively in everyday situations and respond in ways that help teamwork and understanding.
Attention To Detail						Works accurately and consistently, making sure important details are correct even when under pressure.
Co-Production						Actively involves people we support and colleagues in shaping work and decision-making processes.
Decision Making						Makes informed and confident decisions within their role
Empathy						Shows empathy consistently in daily interactions and adjusts behaviour to support others
Flexibility						People at this level adapt well to daily changes in priorities,

						tasks, and team needs.
Integrity						People at this level demonstrate consistent honesty and fairness and encourage others to act with integrity.
Resilience						Handles setbacks effectively and stays focused on long-term success.
Teamwork						Actively contributes to team goals and works well with colleagues