



Support Worker



Full Time - 37.5 Hours



Reports to Support Manager



Enhanced DBS



London

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.

COMPETENCIES

Behaviour	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 decisionmaking 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					Regularly spots and suggests improvements and helps with innovation.
Integrity					Actively contributes to team goals and works well with colleagues.
Resilience					Handles setbacks effectively and stays focused on long-term success.
Teamwork					Actively contributes to team goals and works well with colleagues