

## Service Support Worker

<b>Job Level</b>	1b	<b>Job reference No.</b>	
		<b>Role review</b>	November 2020
<b>Directorate</b>	UK Operations	<b>Service/Function</b>	Health
<b>Reports to</b>	Service Coordinator		

### Scale and scope of role

<b>Direct reports</b>	None	<b>Indirect reports</b>	None
<b>Budgetary responsibility / accountability</b>	None	<b>Accountability for other resources</b>	None
<b>Reach and impact</b>	To provide reactive, focussed and flexible support to adults to live well and reduce vulnerability, which could be following a hospital stay to enable early discharge when clinical needs have been met or to those living in the community.		

### Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

### Our values and principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Purpose of the role

Undertaking duties required to meet the service users' needs for them to remain in their own home and prevent hospital re-admission. Referrals may require the support worker to take the patient home from hospital to enable their discharge. The post holder will respond to referrals from Clinicians and Community Health Professionals and will be required to have the ability to assess service users' needs, completing and

following a support plan for the individual. The post holder will be providing practical and emotional support in the service users own home and signposting to other services where appropriate to enable the individual to live independently in their own home.

## Main responsibilities

### 1 Service delivery

- Provide assistance to a person returning from hospital or medical facility and those identified by local health professionals as being at risk of a further decline in health or without a support mechanism.
- Take/accompany service user to attend hospital appointments or other activities as required in the care/support plan.
- Provide on-going assessment of service users' needs, and work with them to develop a support plan which meets these needs, providing appropriate support to achieve positive outcomes.
- Recording and reporting of activities undertaken and highlighting any changes in a service user's condition and ensure that appropriate actions are taken if a service user's health deteriorates.
- Liaising with health, housing and other professionals to ensure that the needs of the service user are consistently met.
- To ensure a safe living environment for service users through carrying out risk assessments and providing information/advice whilst respecting their individual dignity, choice and rights.
- To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- Provide practical and emotional support such as mobility aids hire, transport, companionship, assistance with shopping, helping access to groups and activities
- Signpost to further support available; liaising with external organisations, partners and voluntary and community sector colleagues

### 2 Quality and performance

- To comply with service specific policies and processes including those on lone working, manual handling and infection control.
- To ensure that the highest standards are delivered which comply with Care Quality Commission (CQC) requirements for those services that are CQC registered and with the BRC Quality Standards framework.
- To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are always followed.
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm.
- Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented, and that staff and volunteer safety is secured

### 3 Team Member

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

### Pre- engagement checks

#### Criminal Records

##### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Adult Workforce
Scotland
> n/a
Northern Ireland
> n/a

#### Drivers Checks

> Required Yes
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#### Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>Ability to assess service users' needs, completing and following a support plan for the individual</li> <li>Ability to work as part of a team and on own initiative</li> <li>Able to plan own workload</li> <li>IT literate with Microsoft 365</li> <li>Knowledge of services provided by the NHS and Social Care</li> <li>Good Interpersonal and verbal communication</li> <li>Working knowledge of health and safety practices</li> <li>Understanding of the Risk Assessment process</li> <li>Ability to communicate with health and social care professionals</li> </ul>	S	I	A
	Desirable	<ul style="list-style-type: none"> <li>Able to deal with queries in a diplomatic, professional and confidential manner</li> <li>Supporting and developing individuals</li> <li>Knowledge of the local area</li> <li>Ability to monitor local financial procedures</li> <li>Understanding of how to improve service quality for the benefit of users</li> </ul>	S	I	
<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>Supporting service users who may have a sensory or physical impairment, or who may have dementia or mental health issues or who may be frail</li> <li>Participation in a multi-disciplinary team environment</li> <li>Experience of delivering high quality services to the public</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>Experience of working with volunteers</li> <li>Experience of finding information through the internet and other sources</li> <li>Supporting and supervising projects and activities</li> </ul>	S	I	

<b>Values in Action</b>	<p><b>Dynamic</b> - We move forward as one team.</p> <ul style="list-style-type: none"> <li>- Every day, we're adapting, innovating and learning.</li> <li>- When the unexpected happens, we are calm, quick and efficient.</li> <li>- We respond smartly, using clear processes and systems.</li> </ul> <p><b>Compassionate</b> - We stand for kindness.</p> <ul style="list-style-type: none"> <li>- People come first, no matter who or where they are.</li> <li>- We have genuine, open-minded conversations.</li> <li>- Together, we're a united force for good.</li> </ul> <p><b>Inclusive</b> - We are open to all.</p> <ul style="list-style-type: none"> <li>- We treat each other with dignity and respect.</li> <li>- Every person's uniqueness is valued, supported and celebrated.</li> <li>- Our individual backgrounds and experiences make our organisation stronger.</li> </ul> <p><b>Courageous</b> - We are bold.</p> <ul style="list-style-type: none"> <li>- We show our strength by doing the right thing.</li> <li>- We aren't scared to test our creative ideas.</li> <li style="padding-left: 20px;">- As humanitarians, we go the extra mile to help people in crisis</li> </ul>				
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>- Ensures inclusive practice and promotes diversity</li> <li>- Willingness to work flexibly around the needs of the service (which may include evening and weekends).</li> <li>- Full driving licence and access to vehicle</li> </ul>			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.