

Role Title Support Worker

Job Level	Level 1b	Job Reference No:	
		Role review date:	March 2023
Directorate	UKO	Function	Health & Care
Service	Home from Hospital and Carers Crisis Response	Reports to:	Operations Manager

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	0	Accountable for other resources	Vehicles, Equipment

Context

We help anyone, anywhere in the UK and around the world to 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 Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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.

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. 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 partnerships, 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 British 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.

Purpose of the role

Our Support workers help people to safely return home from hospital and assist individuals to get the support they need to stay independent in their homes. You will respond to referrals from Hospital Discharge Teams, Clinicians and Community Health Professionals and will assess service users' needs, completing and following a needs assessment for the individual. You will support people with practical and emotional support, signposting to other services where appropriate to enable the individual to live independently

Note: The service does not provide personal care or regulated activities.

Key responsibilities

Service Delivery

- Listening to service users needs and delivering support to help them with their needs
- Providing basic emotional support
- Ensuring service users have essential items, such as food, medication etc
- Ensuring service users homes are safe by conducting basic home safety checks
- Signposting to relevant voluntary and community groups and activities identified and supporting service user to make contact and engage

Quality and Performance

- To comply with service specific policies and processes including those on lone working, manual handling and infection control.
- Completion of all mandatory training requirements as specified for the role.
- To ensure that the highest standards are delivered which comply 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.

Team Member

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

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• Enhanced – Adult workforce
Scotland
<ul style="list-style-type: none">• Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
<ul style="list-style-type: none">• AccessNI – Enhanced Vulnerable Adults

Drivers Check - Required – Yes

Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a BRC vehicle which you are willing and able to use in conjunction with your duties or be eligible for transportation via the Access to Work Scheme.

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
<p>Essential</p> <ul style="list-style-type: none"> - Ability to work as part of a team and on own initiative - Ability to deal with queries in a diplomatic, professional manner - Good telephone manner - Ability to communicate with people - Knowledge of Microsoft 365 <p>Desirable</p> <ul style="list-style-type: none"> - Knowledge of supporting service users who may have a range of health issues including dementia, frailty due to age, etc. 		X X X X X	
Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> - Participation in a multi-disciplinary team environment - Experience of delivering high quality services to the public - Experience of finding information through the internet and other sources - Understanding of the Risk Assessment process - Working knowledge of health and safety practices. <p>Desirable</p> <ul style="list-style-type: none"> - Knowledge of services provided by the NHS and Social Care - Service driving - Local knowledge 	X X X X	X X X	
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. 			
Values in Action			

<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 		
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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.