

Service Support Worker (Regulated Service)

Job Level	1b	Job reference No.	
		Role review	November 2020
Directorate	UK Operations	Service/Function	Independent Living
Reports to	Team Leader		

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	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. Providing a time limited practical and emotional support service to service users living within their geographical locality. The focus will be to re-enable the service users independent living.		

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. 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. They will provide practical and emotional support in the service users own home, signposting to other services where appropriate to enable the individual to live independently in their own home. This will involve supporting service users with aspects of their personal care needs. They will provide support to service users to engage in social activities of their choice. Whilst fulfilling this role the support worker must at all times consider the health, safety and security of service users and their environment.

Main responsibilities

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.
- 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 loans, transport, companionship, assistance with shopping, helping access to groups and activities
- Signpost to further support available; liaising with Community Connectors, external organisations, partners and voluntary and community sector colleagues.
- To assist service users with aspects of their personal care needs and domestic tasks.
- To enable service users to reach their goals through the Red Cross Top Three Goals process.
- To liaise with care managers, colleagues and other professionals as appropriate.
- To contribute to the assessment and review process for service users, ensuring the service users involvement.

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 (CIW/(CQC) requirements and the BRC Quality Standards Framework for regulated roles.

- In regulated services, must register with relevant national care body in line with legislation requirements.
- 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

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
>
Northern Ireland
>

Drivers Checks

> Required Yes

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)		
Knowledge and Skills	Essential	<ul style="list-style-type: none"> Ability to work as part of a team and on own initiative Able to plan own workload IT literate with Microsoft 365 Knowledge of services provided by the NHS and Social Care Good Interpersonal and verbal communication Working knowledge of health and safety practices Understanding of the Risk Assessment process Ability to communicate with health and social care professionals. For regulated services, must hold, or be willing to work toward NVQ/QCF Level 2 in Health & Social Care or SVQ 	S S S S S S S	I I I I I I I	A
	Desirable	<ul style="list-style-type: none"> Able to deal with queries in a diplomatic, professional and confidential manner Supporting and developing individuals Knowledge of the local area Understanding of how to improve service quality for the benefit of users. Trained in person centred planning. 		I I I I I	
Experience	Essential	<ul style="list-style-type: none"> 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 Participation in a multi-disciplinary team environment Experience of delivering high quality services to the public 	S S	I I I	
	Desirable	<ul style="list-style-type: none"> Experience of working with volunteers Experience of finding information through the internet and other sources Supporting and supervising projects and activities Experience of working with people who have personal care needs and social support requirements. 	S	I I I	

Behaviours	FOCUSSING ON PEOPLE IN CRISIS Actively addresses the needs of people in crisis > Finds ways to define and continually improve services for people in crisis				
	WORKING COLLABORATIVELY Pro-actively works across boundaries and hierarchies > Involves others by encouraging participation in order to develop agreed solutions				
Additional requirements	DEVELOPING YOURSELF AND OTHERS Develops own capability > Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance				
	SOLUTIONS FOCUSED Sees basic connections > Identifies the problem or opportunity and discusses it with relevant individuals				
Additional requirements	Essential	- Ensures inclusive practice and promotes diversity - Willingness to work flexibly around the needs of the service (which may include evening and weekends). - Full driving licence and access to vehicle			
	Desirable				

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.