

Support Worker

Job Level	1b	Kornferry Function	
Directorate	UK Operations	Function/Service	Health & Care - Central
Direct Reports	0	Indirect Reports	0

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. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	<p>The post holder will 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. 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.</p> <p>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.</p>		
Budgetary responsibility/ accountability	-	Accountability for other resources	-
Key Responsibilities	<p>Service Delivery</p> <ul style="list-style-type: none"> • 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, working 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. • 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. • 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. <p>Engagement</p> <ul style="list-style-type: none"> • Provide practical and emotional support such as; mobility aids loans, transport, companionship, assistance with shopping, helping access to groups and activities • Liaising with health, housing and other professionals to ensure that the needs of the service user are consistently met. • Signpost to further support available; liaising with Community Connectors, external organisations, partners and voluntary and community sector colleagues 		

	Quality and Performance <ul style="list-style-type: none"> 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. <p><i>The 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.</i></p>
Knowledge & Skills <i>*Mark Essential with a * (max 6*)</i> <i>Desirable max 3</i>	<ul style="list-style-type: none"> Ability to work as part of a team and on own initiative / plan own workload* IT literate with Microsoft 365* Knowledge of services provided by the NHS and Social Care* Ability to assess service users' needs, completing and following a support plan for the individual* Good interpersonal and communication skills with different audiences* Working knowledge of health and safety practices, including understanding of the Risk Assessment process* Able to deal with queries in a diplomatic, professional and confidential manner* Knowledge of the local area Ability to monitor local financial procedures Understanding of how to improve service quality for the benefit of users
Experience <i>*Mark Essential with a * (max 6*)</i> <i>Desirable max 3</i>	<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* Experience of working with volunteers Support and developing others Supporting and supervising projects and activities
Additional requirements	<ul style="list-style-type: none"> Willingness to work flexibly around the needs of the service (which may include evening and weekends). Full driving licence and access to vehicle

Pre Engagement Checks	
Highlight bold as required	
DBS- England & Wales	Adult
PVG- Scotland	Adult
Access NI- Northern Ireland	Vulnerable Adult
Driver Check	Yes
International Roles Only	

International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		Review Date	
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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.