

Support Worker – Regulated

Job Level	1b	Job reference No.	
		Role review	July 2025
Directorate	UK Operations	Service/Function	Health & Care - Regulated Service
Reports to	Senior Practitioner		

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	A regulated service to provide reactive, focussed, and flexible support to adults to live well and reduce vulnerability, supporting and assessing service users in their own homes 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

To work in partnership with service users and under the supervision of senior staff to fulfil the Service Users' agreed personal plans, thereby enabling service users to maintain or develop independence skills and maintain appropriate housing or prepare for appropriate housing in the community. Whilst fulfilling this function, the worker must at all times give consideration to the health, safety and security of individuals and their environment.

Main responsibilities

1 Service Delivery

- > Provide physical, practical and emotional support as directed by the service user or senior staff to a high standard.
- > 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.
- > Support service users to develop or maintain social contacts and activities and to meet emotional needs.
- > Promote the health and safety of service users through checking and monitoring and contributing to the Risk Assessment process. Be aware of the work of the Health and Safety Group. Be familiar with all emergency procedures and put these into effect promptly, 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 assisting and enabling service users with activities of daily living, including personal care, bathing, dressing, meal preparation medication management, and mobility support.
- > Signpost to further support available; liaising with Community Connectors, 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 Inspectorate and the Scottish Social Services Council (SSSC) requirements for those services that are registered as this is a regulated service 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

Staff will not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

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
> Protecting Vulnerable Groups (PVG) – Adult & Children Services
Northern Ireland
> ACCESS_NI - Enhanced Vulnerable Adults

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	
Skills	> Excellent interpersonal and communication skills. > Ability to work as part of a team and on own initiative. > Ability to deal with queries in a diplomatic, professional and confidential manner. > Good Interpersonal and verbal communication > Ability to communicate with health and social care professionals > Demonstrate an understanding of the needs, wants and expectations of people with disabilities and their carers. > A knowledge of community care resources. > An understanding of Risk Assessments.
Experience	> 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. > Experience of delivering high quality services to the public. > A knowledge of community care resources.
Behaviours	> Uphold the Fundamental Principles and act with integrity and in accordance with the Society's values and obligations. > Recognise the implications of working within a charity and a voluntary organisation. > Ensure work to equal opportunities policies and anti-discriminatory practice. > A sensitive manner and a confidential approach to work.
Additional requirements	> Ensures inclusive practice and promotes diversity. > Willingness to work flexibly around the needs of the service (which may include evening and weekends). > Registration with Scottish Social Services Council. > SCQ Level 2/3 or a willingness to undertake SVQ Level 2/3 training.

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.