

JOB TITLE

SUPPORT WORKER

JOB SUMMARY

The Support Worker plays a vital role in delivering high-quality, person-centred care and support to individuals with a range of needs, including mental health conditions, physical disabilities, and complex health issues.

The role involves assisting clients in their daily lives, promoting independence, and ensuring their safety, dignity, and wellbeing.

JOB RESPONSIBILITIES

Key area	Tasks
Care and Support Leadership	Provide compassionate, person-centred care tailored to individual needs and preferences.
	Assist with daily living activities such as personal hygiene, dressing, meal preparation, and medication administration.
	Support individuals in accessing community services, attending appointments, and participating in social and recreational activities.
	Encourage and promote independence, confidence, and self-esteem in all aspects of care.
	Complete daily notes and accurate recordings of tasks for service users.
	Complete schedule shifts (Day/nights).
Health, Safety and Compliance	Ensure a safe and clean environment for clients at all times.
	Follow health and safety procedures, including infection control and manual handling protocols.
	Respond appropriately to emergencies and report incidents in line with company policy.

Communication and Record Keeping	Build trusting relationships with service users, families, and professionals.
	Communicate effectively with colleagues and contribute to a positive team environment.
	Maintain confidentiality and respect the privacy and dignity of service users.
	Record Keeping and Compliance.
	Accurately document care activities, observations, and incidents using appropriate systems.
	Follow safeguarding procedures and report concerns promptly.
	Adhere to company policies, procedures, and regulatory standards (e.g., CQC).

QUALIFICATIONS

Educational and Experience

- Genuine passion for supporting others and making a positive impact
- Good communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Reliability, empathy, and a respectful approach to care.
- Willingness to undergo an enhanced DBS check.
- Flexibility to work various shifts, including weekends and evenings.

Additional Requirement Desirable:



- Previous experience in a care or support role.
- NVQ Level 2 or 3 in Health & Social Care (or willingness to work towards it).
- Full UK driving licence and access to a vehicle (preferred but not essential).



Resilica Care

Empowering Lives