

Regulated Support Worker

Job Level	1b	Kornferry Function	SC10
Directorate	UK Operations	Function/Service	Health and Care
Direct Reports	0	Indirect Reports	0

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

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	The Support Worker post will provide reactive, focussed and flexible support to adult service users either following a hospital stay to enable early discharge, living in the community to prevent hospital admission or to those identified by local health professionals as being at risk of a further decline in health or without a support mechanism. The post holder will undertake duties required to meet the service users' needs to enable them to remain in their own home, prevent hospital re-admission or continue to remain independent and stay at home.		
Budgetary responsibility/ accountability	0	Accountability for other resources	n/a
Key Responsibilities	Service Delivery • Provide assistance to adult service users, inclusive of providing personal care, nutrition, fluids, administration of medication, moving and assisting, skin integrity, ensuring a person-centred approach with dignity and respect in line with policies and procedures. • To provide on-going assessment of service users' needs, to inform a support plan created by service user and senior practitioners to meet these needs and provide 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 GP, Nurse, Care managers and other professionals to ensure that the needs of the individual are consistently met in support of senior practitioner • To ensure as safe as possible a living environment for service users through recording and reporting and providing information/advice whilst respecting their individual dignity, choice and rights. • Follow and update management regarding assessments and support plan for tasks.		

	Compliance • To comply with British Red Cross Health & Safety policies including those on lone working, manual handling and infection control. • 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 • To ensure that the highest standards are delivered which comply with requirements of the relevant regulatory body for those services and with the BRC Quality Standards framework. • Register with the relevant regulatory body and achieve all required qualifications within timeframe of registering with maintaining all requirements of registration • Response for adhering to all terms of practice and codes of conduct as outlined by registered regulatory body as required. Quality and Performance • To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are followed at all times. • Adhere to policies and procedures regarding data protection and confidentiality. • To complete training and personal development as required to ensure the highest quality of support to service users. • Report all health and safety and safeguarding concerns appropriately in a timely manner. <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>
Knowledge & Skills <i>*Essential</i>	• Excellent interpersonal and communication skills* • Ability to work as part of a team and on own initiative* • Able to follow support plans, risk assessments and other guidance* • Strong time and workload management skills* • Able to deal with queries in a diplomatic, professional and confidential manner* • MS / IT Proficient*
Experience <i>*Essential</i>	• Experience communicating with a diverse range of audiences* • Experience communicating and working alongside health and care professionals • Experience working with individuals with a sensory or physical impairment or additional care needs • Experience working within the health / social care sector • Experience working within the charity sector
Additional requirements	• Able to work flexibly to the needs of the service, including evening and weekends • Able to travel within the area in line with the needs of the service

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None

PVG- Scotland	Adult/ Child/ Adult & Child/ None	
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None	
Driver Check	Yes/No	
<u>International Roles Only</u>		
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.