

Support Worker

Job Level	Level 1b	Job Reference No:	
		Role review date:	September 2026
Directorate	UK Operations	Function	Health & Care
Service	Community Offer Plus	Reports to:	Service Coordinator

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility/ accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to 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 Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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.

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. 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 partnerships, 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 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.

Purpose of the role

To provide short-term, practical, and emotional support to individuals following hospital discharge, ensuring a safe transition home and reducing the risk of readmission. The role focuses on delivering person-centred assistance, such as transport, welfare checks, and signposting to community resources, while promoting independence and wellbeing within the first 72 hours after discharge.

Key responsibilities

Service Delivery

- To provide transport to patients being discharged from hospital to home or place of residence using BRC vehicles or facilitating discharge via existing hospital transport services as required
- Provide person-centred support, identifying needs, risks, safeguarding concerns, and areas where additional support may be beneficial. (support will be provided for up to 72 hours)
- Welfare checks in the form of a telephone call or visit to service user to check wellbeing and for possible risks at home
- Providing basic emotional support
- Deliver urgent food parcels to patients discharged from hospital
- Collection and delivery of the service user's prescription and medication from pharmacy
- Collection and delivery of equipment for service user's
- Basic home safety checks
- Signpost and refer service users to appropriate services, community groups, and support networks.
- Work collaboratively with external partners to ensure individuals are connected to the most appropriate support and services.

Note: The service does not provide personal care or regulated activities.

Quality and Performance

- To comply with service specific policies and processes including those on lone working, manual handling and infection control.
- Completion of all mandatory training requirements as specified for the role.
- To ensure that the highest standards are delivered which comply 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.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and 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.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
• Enhanced – Adult workforce
Scotland
• Protecting Vulnerable Groups (PVG) – Adult

Northern Ireland

- AccessNI – Enhanced Vulnerable Adults

Drivers Check - Required – Yes

Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a BRC vehicle which you are willing and able to use in conjunction with your duties or be eligible for transportation via the Access to Work Scheme.

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
- Ability to work as part of a team and on own initiative		I	
- Able to plan own workload		I	
- Knowledge of services provided by the NHS and Social Care	S		A
- Ability to assess service users' needs, completing and following a support plan for the individual	S	I	
	S	I	
- Good Interpersonal and verbal communication	S	I	
- Working knowledge of health and safety practices	S	I	
- Understanding of the Risk Assessment process	S		
- Ability to communicate with health and social care professionals		I	
Desirable		I	
- Able to deal with queries in a diplomatic, professional and confidential manner		I	
- IT literate with Microsoft Office 365			
- Knowledge of the local area		I	
- Ability to monitor local financial procedures		I	
- Understanding of how to improve service quality for the benefit of users		I	
		I	
Experience	S	I	A
Essential			
	S	I	

