

## Support Worker

|                    |                                  |                          |                    |
|--------------------|----------------------------------|--------------------------|--------------------|
| <b>Job Level</b>   | 1b                               | <b>Job Reference No:</b> |                    |
|                    |                                  | <b>Role review date:</b> | November 2023      |
| <b>Directorate</b> | UK Operations                    | <b>Function</b>          | Independent Living |
| <b>Service</b>     | Health and Local Crisis Response | <b>Reports to:</b>       | Team Leader        |

## Scale and scope of role

|                                              |      |                                        |      |
|----------------------------------------------|------|----------------------------------------|------|
| <b>Direct reports</b>                        | None | <b>Indirect reports</b>                | None |
| <b>Budget responsibility/ accountability</b> | None | <b>Accountable for other resources</b> | 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 support patients in a hospital's emergency department with non-medical needs, to improve patients' overall experience and to free up the time of hospital staff for clinical duties. Transport patients home and resettle them at home, making their discharge as safe as possible.

## Key responsibilities

### Practical and Emotional Support

- Provides practical and emotional support to patients and those who attend hospital with them.
- Is proactive, continuously monitors the needs of patients to identify those who require support and in doing so contributes to a calm, ordered working environment allowing clinical staff to work more effectively.
- Transports patients home and resettles them there, signposting and referring to community support services.
- Deals appropriately with risks to the patient on return home, such as safeguarding issues or homelessness.

### Effective Communication

- Listens carefully to patients and uses questioning appropriately to determine needs.
- Prioritises issues that threaten patient or staff safety and escalates using the correct channels.
- Communicates effectively and appropriately with colleagues, hospital staff and patients.
- Keeps clear and detailed records of activities undertaken in line with BRC requirements, policies and procedures.
- Uses appropriate technology to communicate, including smart phone and tablet.

### Team Member

- Actively participates in all team meetings and own supervision.
- Undertakes mandatory training and continuous professional development.
- 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

|                                                                                                        |
|--------------------------------------------------------------------------------------------------------|
| <b>England and Wales – Disclosure and Barring Service (DBS)</b>                                        |
| <ul style="list-style-type: none"> <li>Enhanced – Child and Adult workforce</li> </ul>                 |
| <b>Scotland</b>                                                                                        |
| <ul style="list-style-type: none"> <li>Protecting Vulnerable Groups (PVG) – Adult and Child</li> </ul> |
| <b>Northern Ireland</b>                                                                                |
| <ul style="list-style-type: none"> <li>AccessNI – Enhanced Vulnerable Adults and Children</li> </ul>   |

**Drivers Check** - Required – Yes

## Person Specification

| Requirements                                                                                                             | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) |   |   |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---|---|
|                                                                                                                          | S                                                                         | I | A |
| <b>Knowledge and Skills</b>                                                                                              |                                                                           |   |   |
| <b>Essential</b>                                                                                                         |                                                                           |   |   |
| Can use own presence to calm, reassure, support and care.                                                                |                                                                           | I |   |
| Recognise people's physical and emotional needs and act to address those needs if possible.                              |                                                                           | I |   |
| The ability to communicate clearly and effectively when speaking to others, adjusting to the listener and the situation. |                                                                           | I |   |
| Clarity and detail in written communication, with the ability to write objectively and distinguish opinion from fact.    | S                                                                         |   | A |
| Use of tablets or computers, email and basic applications, such as MS Word, Teams, Zoom for a range of purposes.         | S                                                                         | I | A |
| Can maintain confidentiality and professionalism.                                                                        | S                                                                         | I |   |
| <b>Desirable</b>                                                                                                         |                                                                           |   |   |
| Knowledge of services that can support people with health and social care needs.                                         | S                                                                         | I |   |
| Welsh speaker                                                                                                            | S                                                                         | I |   |
| <b>Experience</b>                                                                                                        | S                                                                         | I | A |

|                                                                                                                                                                                                                                               |   |   |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|--|
| <b>Essential</b>                                                                                                                                                                                                                              |   |   |  |
| Supporting people in a personal capacity or a work role.                                                                                                                                                                                      | S | I |  |
| Working without close supervision and using own initiative.                                                                                                                                                                                   | S | I |  |
| Working with others as part of a team.                                                                                                                                                                                                        | S | I |  |
| <b>Desirable</b>                                                                                                                                                                                                                              |   |   |  |
| Working in a pressured environment, where it is necessary to manage multiple demands on time.                                                                                                                                                 | S | I |  |
| Working in a health or social care setting with vulnerable people.                                                                                                                                                                            | S | I |  |
| Identifying threats to people's well-being and safety, particularly from abuse or self-neglect.                                                                                                                                               | S | I |  |
| Assessment and management of risk in a work setting.                                                                                                                                                                                          | S | I |  |
| <b>Additional requirements</b>                                                                                                                                                                                                                |   |   |  |
| <b>Essential</b>                                                                                                                                                                                                                              |   |   |  |
| Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b> .                                                                                         |   | I |  |
| Valid driving license for manual transmission cars.                                                                                                                                                                                           | S |   |  |
| Availability to work rostered shifts throughout the day and into evening, including weekends and bank holidays and be flexible regarding hours and days worked.                                                                               | S | I |  |
| Physical fitness to be on one's feet for 10 hours per day (with short breaks) and push adults in wheelchairs short distances (from hospital to car park).                                                                                     | S | I |  |
| <b>Values in Action</b>                                                                                                                                                                                                                       |   |   |  |
| <b>Dynamic</b> - We move forward as one team.<br>- Every day, we're adapting, innovating and learning.<br>- When the unexpected happens, we are calm, quick and efficient.<br>- We respond smartly, using clear processes and systems.        |   | I |  |
| <b>Compassionate</b> - We stand for kindness.<br>- People come first, no matter who or where they are.<br>- We have genuine, open-minded conversations.<br>- Together, we're a united force for good.                                         |   | I |  |
| <b>Inclusive</b> - We are open to all.<br>- We treat each other with dignity and respect.<br>- Every person's uniqueness is valued, supported and celebrated.<br>- Our individual backgrounds and experiences make our organisation stronger. |   |   |  |
| <b>Courageous</b> - We are bold.<br>- We show our strength by doing the right thing.<br>- We aren't scared to test our creative ideas.<br>- As humanitarians, we go the extra mile to help people in crisis.                                  |   |   |  |

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.