

Support Worker Supported Living and Community Service

JOB DESCRIPTION

Post: Support Worker

Reporting to: Team Manager

Principal purpose of the job role

The primary role of a Support Worker at Independence Matters is to provide person-centred care and support to customers within their homes and communities. You will promote independence, choice, rights, and inclusion by supporting individuals with their personal, domestic, and social needs. The role involves helping customers build positive relationships, develop life skills, and become active, valued members of their local community.

As a Support Worker, you will work flexibly across a 7-day service to ensure continuity of support. You will be supported to undertake mandatory training and ongoing personal development, and you will be required to travel between different work locations in line with service integration and the needs of the people we support.

Our services provide regulated support for adults with learning disabilities, physical disabilities, mental health needs, dementia and other complex needs. We are located at the heart of the community, offering accommodation and support that enables people to live independently in their own homes. Support is personalised and can range from one hour per day to 24-hour support, seven days a week. We work collaboratively with each person to ensure they receive the right support to build confidence, independence and wellbeing.

We expect people to be outstanding collaborators who work across teams, customers, service types, families/carers to ensure people and their families receive joined up, seamless support. Leaders will actively challenge siloed working and promote a culture of shared learning, diversity, equity and continual improvement. You will help ensure that colleagues understand, value and champion the full range of services delivered by Independence Matters, not only the ones they work in.

You will:

- **Ensure the customer is at the heart of everything you do**, providing high-quality, person-centred support that promotes choice, dignity, independence, and wellbeing.

- **Support customers with daily living activities**, enabling them to live as independently as possible. This may include supporting people to manage their finances and home, complete domestic tasks, prepare meals, take medication, attend medical and routine appointments, go shopping, and receive personal care (e.g. washing, bathing, shaving, and using the toilet), in line with individual support plans and risk assessments.
- **Understand and implement Positive Behaviour Support (PBS)** approaches, supporting individuals in a proactive and respectful way to reduce distress and behaviours of concern. This includes following PBS plans, recognising triggers, using de-escalation techniques, and promoting positive outcomes while maintaining the safety and dignity of the individual and others.
- **Maintain accurate, timely, and person-centred records**, ensuring all recording and reporting is factual, respectful, and completed in line with company policies and regulatory requirements.
- **Contribute to the ongoing development of the service and your own practice**, through participation in service reviews, performance management processes, staff meetings, supervision, and learning and development opportunities.
- **Raise concerns or issues appropriately and promptly** with your line manager, offering constructive suggestions where possible to support continuous improvement and safe service delivery.
- **Work safely and responsibly**, ensuring contractual, safeguarding, and regulatory compliance at all times so that customers can trust, feel safe, and have confidence in the support you and the organisation provide.

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Independence Matters

Person Specification - Support Worker

Essential Skills & abilities

Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders.

- Basic IT literacy and numerical skills
- Supporting people with dignity and respect
- Takes responsibility for their own development

- Initiative and confidence to make decisions
- Ability to work calmly, efficiently and accurately under pressure
- Confidence to speak up for yourself and for others

Desirable Knowledge and experience

- Experience of supporting People
- Knowledge about learning disability, physical disability, Mental health.

Desirable Qualifications

- Educated to GCSE level in Maths and English or equivalent Level 2 qualification
- Social care qualification or equivalent

Shift Leader Role (Norwich Shared Supported Living houses only in the first instance)

The tasks and responsibilities detailed below describe the additional duties of the Shift Leader role.

The Shift Leader plays a key role in promoting and demonstrating high-quality, person-centred support within a supported living setting. They are responsible for ensuring that each shift runs smoothly, safely, and effectively at all times and know when to escalate issues appropriately.

This role is designed for experienced Support Workers with a strong understanding of social care practice, individual needs, and regulatory and compliance standards. Shift Leaders are expected to act as positive role models, providing guidance, support, and coaching to colleagues to ensure consistent delivery of high-quality, person-centred care and service excellence.

Leadership & Team Supervision

- Effectively lead shifts, ensuring safe and appropriate staff deployment, skill mix, and continuity of care at all times.
- Serve as the first point of contact for staff during shifts, resolving operational issues promptly and escalating concerns appropriately in line with organisational procedures.
- Provide on-the-job guidance and coaching to less experienced colleagues, supporting their professional development and confidence in practice.

- Lead by example, promoting best practice, professionalism, and a positive, inclusive team culture.
- Liaise closely with Rota Coordinators to support effective staffing arrangements, report shortages or changes, in the absence of a Team Manager.

Quality & Compliance

- Support internal and external audits, inspections, and quality reviews, contributing to continuous improvement initiatives.
- Promote a culture of accountability, reflective practice, and high-quality outcomes for people using the service.

Development & Training

- Support the onboarding and induction of new staff, ensuring they are welcomed, supported, and competent in their roles.
- Provide ongoing coaching, supervision support, and feedback to enhance individual development.
- Share knowledge and best practice relating to complex care needs, positive behaviour support, and relevant social care legislation to strengthen team competence and confidence.

Person Specification – Shift leader

Skills & abilities

Essential

- Ability to lead a shift effectively and provide clear direction to support workers.
- Strong communication skills, written, verbal and interpersonal.
- Ability to remain calm under pressure and make sound decisions
- Competent IT skill, including using electronic care record systems

Desirable

- Ability to coach and mentor colleagues to support their development.

Knowledge and experience

Essential

- Awareness of the Mental Capacity Act, best interest decision making and least restrictive practice.
- Awareness of GDPR and confidentiality.

Desirable

- Knowledge of CQC fundamental standards and regulatory requirements.
- Previous experience leading shifts and delegating tasks.
- Experience in risk assessment, support planning and outcome focused practice.
- Experience liaising with families, multidisciplinary professionals and external agencies.
- Experience of administering medication and maintaining accurate records.
- Familiarity with assistive technology, supported living reach standards or housing related support.

Qualifications

Desirable

- NVQ level 3 (or higher) in Health and Social Care
- Evidence of ongoing professional development relevant to Social Care and support work.

Special Conditions

- The post is subject to the appropriate level of Disclosure and Barring check (Enhanced with adult barring).
- It is expected that the post holder will work flexibly across customer groups and within different teams and services as the need arise.
- The post holder must be physically capable of delivering personal care.
- Where the role requires driving ability the post holder must hold business insurance for their car.

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