



Role Profile

Support Worker – Days/Nights role Title
 People, Adult Services

Role Profile: Support Worker – Days/Nights	Role Profile Number: SBC_10200
Directorate: People/Adult Services	Reporting to: Senior Support Worker
Grade: CFL 4	Date Prepared: September 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The Support Work will provide practical, emotional and physical support for service users within In House services living in a care home or independently in Swindon. The aim being to meet the needs of older and younger adults, to maintain and develop their skills to maximize their independence and maintain a high quality of life. The Support Worker may be asked to work with other service users within the In House services at the discretion of the Manager.

Under the guidance of the Senior Support Leads, the Support Workers are responsible for ensuring the service functions effectively and develops skills to promote independence as follows:

- being supported to make their own choices about their lives
- living in a way that promotes privacy and dignity in their home and life
- being supported to aspire to reach their true potential
- being given the opportunity and support to develop new skills
- being a valued, contributing and positive member of the local community

Key responsibilities and accountabilities:

- To be available to work within a flexible rota:
Day staff: days, evenings, weekends and bank holidays,
- Night staff: nights, weekends and bank holidays,
- Fulfil sleep-in & waking night duties in accordance with the agreed rota where required by nature of service.
- Support line managers with people transitioning from residential settings to their own home.
- Support Service Users in implementing a person centered care and support plan, outlining the fundamental independent living skills, key skills and independence skills within the care settings or their home.
- Make accurate and appropriate entries in Service User's records, diaries and reports as necessary.
- Support and enable Service Users to maintain a level of personal hygiene.
- To participate in a range of formal and informal meetings regarding service users' needs. This to include organizing and preparing regular Service Reviews.
- Ability to deal with complex behaviour that may challenge.
- Allocations of daily tasks and day to day decision making under the supervision of the line manager.
- As appropriate and in consultation with the manager, address issues of concern on behalf of the service user. Support service users to advocate for themselves as much as possible.

- To work to and adhere to the principles of all Swindon Borough Council's policies and procedures for example Confidentiality, GDPR together with CQC, the Care Act, Nice guidelines and all other legislation and regulatory requirements.
- Organise and participate in appropriate activities and enable Service Users to take part in a wide variety of activities .
- Safeguard Service Users and ensure their safety and wellbeing at all times.
- Administers medication in accordance with the standards set by the Regulatory Body and the policies and procedures.
- To assist Service Users in managing their finances, this could include helping with shopping, confirmation of finances and reassurance regarding finances.
- Check the daily diary and organise the appointments for that day.
- Work positively and effectively with relatives, advocates and others involved with Service Users.
- Communicate effectively with other staff to ensure a consistent approach.
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care.
- To participate in the monitoring of service users mental and physical health, and to support and enable them to access Health agencies as required.
- The ability to work independently and part of a team.
- To provide service users with emotional support for palliative and end of life care in conjunction with their families, friends and staff team.
- Respond appropriately to incidents as they occur and report to senior staff accordingly.
- Take responsibility for assigned tasks determined by senior staff or line manager.
- To support the Service User by acting as an internal advocate, involving them in every aspect of their care.
- To make decisions, which may affect the service users in an emergency, liaising with 999-ambulance service, out of hours GP.

Supplementary Accountabilities

- It is the responsibility of all employees to work with managers to achieve a healthy and safe environment and to take reasonable care of themselves and others. Specific individual responsibilities for Health and Safety will be outlined under key responsibilities for the post.
- For a transitional period you are required to work with the service user in their current placement which maybe out of area, and may require you to stay for a period of time for training.
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations.

- It is the responsibility of all employees to support Swindon Borough Council's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of SBC Equality & Diversity Strategies and Policies.
- As an employee you will have access to information which is sensitive to either an individual or the organisation and you are reminded that in accordance with the requirements of Information Governance, GDPR and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully, failure to do so may result in disciplinary action.

Professional

- Comply with Swindon Borough Council and local procedures to safeguard lone workers
- Report on service user progress and changing personal care and support needs
- Contribute to excellent working relationships with specialist health care teams, day support service staff, care managers, primary health care teams and families.

Decision making:

- Take part in audits, assessments and investigations into matters of health, safety and security
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations.

Creativity and innovation

- Support service users to achieve the life they wish to lead by following their individual person-centred support plans

Job Scope

DBS Required: Enhanced

Number and types of jobs managed: N/A

Budget Holder: No

Budget Value: N/A

Asset Responsibility: N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• RQF level 2 in Care (Adult) or willing to work towards • Basic literacy skills • Basic numeracy skills • Basic IT skills	D E E E
Knowledge and Experience:	
• Able to complete all elements of the induction programme • Able to attend and participate in all statutory training events • Experience in care or able to demonstrate the core values and principles in care • To be sensitive when communicating with relatives and work effectively with other staff to ensure a consistent approach.	E E E E
Aptitudes, Skills and Competencies:	
• Provide personal care for people • Provide support to complex and behaviours that may challenge • Support people in day to day activities at home and in the community • Support people with domestic tasks including but not exclusively; cooking, cleaning, laundry, shopping	E D E E

• Support people taking part in leisure, recreation, social and educational activities • Work independently and as part of a team • Work a shift pattern including weekends, evenings, sleep-ins & waking nights • Understand the principles of Confidentiality • Knowledge of GDPR together with CQC, the Care Act, Nice guidelines and all other legislation and regulatory requirements.	E E E E D
Special Conditions of Recruitment: • You must be eligible to work in the UK • Work a shift pattern including weekends, evenings, sleep-ins & waking nights (Alternate weekend working will be required). • DBS Required: Enhanced	

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

