



Role Profile

Support Worker – Reablement
People, Adult Social care

Role Profile: Support Worker, Reablement	Role Profile Number: SBC_10172
Directorate: Adult Social Care	Reporting to: Registered/Deputy Manager or Senior team members
Grade: CFL 4	Date Prepared: 25/02/2026

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 Reablement Support Worker will work as an integrated member of the Reablement Team and the wider Adult Health & Social Care multidisciplinary teams, to provide support with personal care and re-enablement to service users in their own homes. This will be achieved by supporting them to regain, improve and maintain skills of daily living, promoting maximum independence whilst always treating them with dignity and respect. To care for people at the end of life. The Reablement Support Worker may be asked to work with other service user groups at the discretion of the Manager.

Key responsibilities and accountabilities:**Key Accountabilities:**

- To be available to work 5 days over a 7 day period within a flexible shift rota days, evenings, weekends and bank holidays, to cover the needs of the service users (at short notice if necessary) within agreed availability.
- To encourage, enable and support very vulnerable service users where possible, to develop, regain and maintain skills to maximize independent living. This will involve prompting and/or support with very personal care tasks.
- To continuously assess service users' needs and monitor against the aims, objectives and outcomes of the Support/Care Plan, feeding back where support can be reduced or ceased, in a timely manner. To participate in the assessment and care/support planning process (where required).
- Liaise with other professionals/family members and Carers, reporting any key concerns to respective Senior Staff in line with the requirements of all relevant legislation & local policies, procedures and guidance, including potential Safeguarding concerns.
- To participate (where required) in a range of formal and informal meetings/feedback regarding service users' abilities/needs. This may include organising and/or being part of regular Service Reviews.
- To support Service Users in managing their finances where required, this could include helping with shopping, bill paying, pension collection, confirmation of finances and reassurance regarding finances.
- To support service users with identified aspects of medication administration prescribed by GP, consultant or prescribing nurse in line with Medication Policy.

- Working alongside other health care professionals, to participate in the monitoring of service users mental and physical health, and to support and enable them to access necessary agencies or support as required. To also contribute to the promotion of positive links with other locality community agencies/groups.
- Working alongside other professionals, support service users to carry out individual therapy regimes, using appropriate equipment if prescribed. This will at times include supporting service users to regain kitchen skills.
- Working alongside other professionals support service users to effectively use any equipment including any Telecare and Telehealth items.
- To support service users to advocate for themselves as much as possible, where appropriate, and in consultation with a senior, address issues of concern on behalf of the service user, sourcing advocates and possibly interpreters where required.
- Maintain accurate and up to date records of work with service users, including report writing of all visits, occurrences, medication errors/concerns, recording and reporting any accidents, incidents or near misses that occur.
- Attend all required identified training, meetings, one-to-ones and appraisal to improve and broaden knowledge and skills base and to keep up to date with current issues. Be proactive in relation to your ongoing professional development. To participate in the training and induction of new workers where required (buddy system).
- To provide physical and emotional support for service users who may be nearing the end of life, in conjunction with their families, friends and other professionals, with support from staff team and seniors.
- To respect the religious, spiritual, and cultural needs of service users in conjunction with their care plans.

Supplementary Accountabilities

- To be aware and comply with all relevant legislation, policies, procedures & guidance on Health & Safety, Manual Handling, COSHH, Food Hygiene, Fire, First Aid and Accident/Incident reporting (not exhaustive list).
- To demonstrate a high degree of physical capacity to walk, sit, stretch, bend, twist, support. Balance and frequently handle service users and items of equipment.
- To make decisions in an emergency, which may affect service users, i.e. liaising with Ambulance Service, District Nursing, Police, out of hours GP, Homeline, On Call officer, carers and family and any other out of hour's service.

Decision making:

- Solving issues for service users, as they arise, in consultation with their supervisors.
- When to seek advice and/or report issues to management.
- Organisation of time in negotiation with managers and service users.

Creativity and innovation

- Communicate with service users using various methods and resources.
- Changing approach to produce results where required.

Contacts and Relationships:

- To develop and maintain good communication with all relevant agencies and service user's family and social contacts, whilst only sharing information on a "need to know basis".
- To attend and participate in regular team meetings and supervision and maintain regular contact and communication with other team members.
- Communicate with service users at a level that they understand, whilst being respectful and preserving dignity.
- Where joint work takes place, ensure communication with other professionals/teams.
- Keep accurate and complete records of all contact with service users.

Job Specific Competencies

- To hold NVQ Level 2 in Care or have willing to work towards.
- To be literate and numerate.
- To be physically flexible and fit to work in confined spaces e.g. bending to assist with items of clothing, bathing, assisting service users transfer in and out of bed, from bed to chair and sit to stand.
- To be suitably mobile to travel within the Borough boundaries as required.

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
- To hold or work towards gaining NVQ level 2 in Care. - Awareness of health & safety issues. Moving and assisting	E D
Knowledge and Experience:	
- Awareness and experience of the issues affecting vulnerable people, including discrimination. - To have a knowledge of person centred care and to be able to encourage independence and to understand the individual needs of each person	E E
Aptitudes, Skills and Competencies:	
- Ability to develop and maintain good communication with all service users and professionals being aware of the need for confidentiality. - Ability to monitor service user progress and feedback as required. - Ability to communicate with service users using various methods and resources, and working flexibly to meet service user needs. - Excellent communication skills	E D E E
<u>Other requirements</u>	
- To be suitably literate and numerate. - To be physically flexible and fit to work in confined spaces eg. bending to assist with items of clothing, bathing, assisting service users transfer in and out of bed, from bed to chair and sit to stand. - To hold a current drivers licence and have access to a car, be able to travel around Swindon and outlying areas within a time scale.	E E E

Other Key Features of the role

Housing and Social Care is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender. You have a duty to report abuse immediately, and to take appropriate action in accordance with Swindon Borough Council policies. Information and / or training will be given to all staff around how to recognize abuse and the reporting procedures.

Ensure that any identified personal training needs are discussed with the immediate supervisor.

Undertake any other duties that can be accommodated within the grading level of the post.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health & Safety at work Act 1974 and the Management of Health & Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health & safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

This post is subject to a DBS disclosure, which will be carried out if your application is successful.

This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

Staff must work in accordance with the South West Child Protection procedures and Child Protection/Safeguarding Policy and understand their role within that Policy

