

Role Profile

Support Worker, Swindon Family Breaks

Directorate: People/Adult Services

Swindon Borough Council

Role Profile: Support Worker	**Role Profile Number:** SBC_11601
Directorate: People/Adult Services	**Reporting to:** Senior Lead
Grade: CFL4	**Date Prepared**: August 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:
To support users of the service with all aspects of daily living, personal care, medication, nutrition. Post holder will be expected to support individuals mainly within the building based setting however when required there is a need to support individuals to access the wilder community and offer support advice to service users and their representatives. To work with individuals in a respectful, empathic manner to support individuals to reach their goals.

Key responsibilities and accountabilities:

Provide a description of the main activities to be undertaken by the role holder. Be specific as possible making sure you include the main functions for the post holder.

Try to limit these to approx. 10 – 12 key responsibilities / accountabilities and group individual tasks into this area. This needs to be detailed yet concise list of the responsibilities that the post holder will perform and emphasise the duties that will be unique to the role.

- Assist in providing support and care to service users in accordance with their agreed support plans and achieve this in a person centred way.
- Assist in providing services that comply with the requirements of the Health and Social Care Act 2015, meet or exceed the Essential Standards of Quality and Safety, and in accordance with the local Statement of Purpose and Service User Guide.
- Work within the legislative requirements of the Health and Social Care Act 2008 and the associated Essential Standards of Quality and Safety.
- Comply with all other legislative requirements applicable to the service and workplace.
- Report suspected or disclosed abuse to a senior manager immediately.
- Maintain service users' rights, dignity, privacy and respect and follow principles of confidentiality.
- Act as key-worker to individual service users, liaising with relatives, carers and other key people in their lives as appropriate.
- Contribute to individual person-centred support plans and take part in meetings and reviews as required.
- 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.

- Support service users in taking medication in accordance with agreed policies and procedures

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.

- Take all reasonable actions to ensure the security of Trust 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, Data Protection Act 1998 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

- NVQ level 2 in Care (Adult)/Level 2 Diploma in Health & Social Care (Adult) or equivalent
- Basic literacy skills
- Basic numeracy skills

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 Trust 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

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**
• NVQ level 2 in Care (Adult)/Level 2 Diploma in Health & Social Care (Adult) or equivalent • Basic literacy skills • Basic numeracy skills	D E E
Knowledge and Experience:	
• Eligible to work in the UK • Able to complete all elements of the induction programme • Able to attend and participate in all statutory training events • Ability to Provide personal care for people	E E E E

• Support people in day to day activities at home and in the community • Support people with household tasks including but not exclusively; cooking, cleaning, laundry, shopping • Support people taking part in leisure, recreation, social and educational activities **Aptitude, skills and Competencies:** • Ability to Support service users to achieve the life they wish to lead by following their individual person-centred support plans. • Excellent communication skills	E E E E E
Special Conditions of Recruitment:	
This Role will include alternate weekend working	E

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.