

Job Profile

Job Title	Support Worker		
Reference No.	HOMEJD210	Date of issue:	April 2026

The job in a **nutshell...**

You'll be part of a team of Support Workers centred around our customers with support needs, which may include, mental health issues, housing related support, complex needs to name but a few.

You will work under the direction of your Support Coordinator and Senior/Client Service Manager to deliver support to our customers in a person-centred way. You'll assist customers with practical, daily living tasks to develop their independence, empowering them to achieve their goals, aspirations and outcomes documented in their support, care and safety plans.

What **success** will look like...

Support and interventions are delivered to our customers in a person-centered, strengths based and psychologically informed way.

Customers are enabled to make choices, with their needs, aspirations and preferences being met. This will be achieved by working closely with your Support Coordinator, our managers, professional multi-disciplinary teams and by involving customers and their support network. You will be part of creating our customers LIFE (Living Independently and Feeling Enabled) journey.

Challenging behaviours and resistance to some tasks are managed by using your negotiating skills and positively influencing the customer to make the right choices.

Customers are supporting with all activities in their LIFE support plans, which could include (but not limited to) making meals, shopping, use of technology, budgeting and administering benefits as agreed.

Customers have positive relationships within the community and can develop and maintain good relationships with others.

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You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Listening to customers to understand their needs • Recognises each customer is different and adopts a flexible, personal approach • Advocate for our customers regardless of who they are • Understand how your role makes a difference to our customers	Supporting people with care needs • Experience of caring for others, either in a paid role or through personal caring responsibilities • Experience supporting people with a range of needs, including mental health and complex needs • A practical and compassionate approach that helps customers live their best life
We are intuitively collaborative • Understand and play to each other's strengths to achieve a common goal • Work with others as part of one Home Group team • Mentor and shadow others to share knowledge	Working independently and under pressure • Experience of working on your own initiative without close supervision • Ability to remain calm and effective in challenging or pressured situations • A resilient approach to delivering consistent support

We have an eye for detail • Working in a safe, effective, caring, responsive and well-led way • Applying legislation and working within policies and procedures • Using and recording information accurately and timely	Working independently and under pressure • Experience of working within policies, procedures and agreed support plans • Ability to record information accurately and in a timely way • Commitment to working in a safe, caring, responsive and well-led way
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

A Level 2 Diploma in Care or equivalent experience or willing to study for this. Good numerical, literacy and digital skills. Full driving licence and access to a vehicle (depending on where the service is based or if this is a community-based role for example).

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	0
Manages People	No	# of direct reports circa	0
Travel	Occasional	Driving Essential	No

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