

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults, Health and Wellbeing		Service Area: Learning Disability & Mental Health Service
JOB TITLE: Support Worker		
GRADE: D/E		
REPORTING TO: Senior Support Worker / Manager		
1.	JOB SUMMARY: Ensure the well-being of the people who access the service, including where appropriate direct care, during their stay at Lanark Short Breaks service. Promote independence through the development of new skills and improved confidence levels during their stay at Lanark.	
2.	CQC Everyday service delivery expectations: To deliver the fundamental standards of care and on the Key Lines of Enquiry (KLOE) in line with the Care Quality Commission's (CQC) registration requirements. This includes delivering services which are: Safe – Contribution to a positive culture which ensures safeguarding from abuse, managing risks and educating service users with regard to the avoidance of risky behaviours. Ensuring the service users safety within the physical environment and in the community using professional judgement supporting independence. Safe administration of medication with includes the recording of medications brought to the service. Ensuring that people are protected by the prevention and control of infection Effective – actively contribute to continuous improvement for the service by working collaboratively within the team and with the service users. Have good knowledge of Human Rights and Mental Capacity; supporting people to make choices by exercising exceptional communication skills, including communication support for people unable to verbalise such as Makaton or pictorial design and the reading of body language. Caring – empower the service users to be an active part of their ongoing care, increasing skills and abilities and supporting independence and decision making. Treat with kindness, respect and compassion Responsive – Consideration and delivery of each individual's needs in a personalised way with consideration of their particular equality characteristics. Well Led - requires an in-depth and practical understanding of the quality standards required in the delivery of the service, the ability to actively follow governance requirements and be open to continuous learning, improvement and innovation	
3.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	Work in partnership with Senior Carers, service users, their families, carers and other appropriate individuals to ensure the well-being of each service user is central to their attendance at the service and that decisions relating to their care and support needs are open and transparent.

	2.	Create and maintain a supportive atmosphere where service users can achieve maximum stimulation and independence through encouragement and support of participation in therapeutic activities and personal care.
	3.	Ensure service user support plans and personal profiles are followed and implemented and procedures associated with service operation are followed.
	4.	Participate in tasks associated with direct personal care of services users including supporting toileting, showering, changing, transferring and support with eating and drinking - ensuring safe use and operation of all equipment used
	5.	To understand and safeguard the hydration and nutrition needs, including allergies or medication contra-indications of the individual service users, also following the direction of any SALT assessment identifying a choking risk, and ensure these needs are met using good motivational and interpersonal skills to encourage co-operation.
	6.	To carry out interactions, interventions and service arrangements with service users which demonstrate a full knowledge of equality characteristics and are designed for the individual.
	7.	To ensure all information and documentation, in accordance with service procedures, in relation to the people accessing the service is recorded accurately and in a timely fashion and makes full use of technology.
	8.	To ensure the safe handling and recording of medication dispensed, and disposal, in accordance with procedures, and to be equally responsible, with the second administrator, for the issuing of medication to people accessing the service.
	9.	Ensure the Shift Lead is made aware of any issues of concern relating to service users during their attendance at the service.
	10.	To follow all relevant statutory, policy, codes of practice and procedure guidelines associated with the operation of the service.
	11.	To co-operate in ensuring service aims and objectives are implemented.
	12.	To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements
	13.	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	14.	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

4. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated October 2025

PERSON SPECIFICATION

Job Title/Grade	Support Worker	D/E
Directorate / Service Area	Adults & Health	Learning Disability & Mental Health Service

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	• Good general education GCSE level qualification or equivalent. • Level 2 or 3 Diploma in Health and Social Care or equivalent (or willing to work towards this qualification). • (There will be a requirement to undertake Level 3 Medication training within two months of appointment).	• Level 3 Diploma in Health and Social Care or equivalent.	Application form
Experience	• Experience of working directly with people in a care and support setting. • Experienced in supporting families to build and maintain positive relationships with their family member.	• Experience of working directly with people with learning disabilities.	Application / Interview
Knowledge & Skills	• An understanding of the support needs of people with learning disabilities. • Knowledge of the pressures and the difficulties families face supporting people to remain living at home. • Good communication skills (oral and written).	• Knowledge of the legislation and good practice that underpins adult care in care settings.	Application / Interview

	• Ability to take guidance and instruction from management. • Ability to work alone, whilst using initiative, or as part of a team. • Ability to understand and implement support plans or equivalent, including risk assessment where appropriate. • Ability to maintain records. • Be prepared to accept structured supervisions and appraisals. • To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.	• Knowledge and experience of assessment, care planning and review systems for older people. • IT skills.	
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Client focused. • Approachable. • Friendly. • Enthusiastic. • Positive approach and motivated. • Reliable, honest and flexible.		Application / Interview
Other requirements	• A willingness to undertake any training commensurate with the post. • Able to work at short notice to cover sickness and holidays. • Able to work nights all days of the week. • There is an expectation that additional shifts will be worked, beyond banked hours, to ensure a safe environment for service users during periods of employee absences. • The job involves working directly with people with learning disabilities and therefore is subject to a DBS check.		Application / Interview

Person Specification dated

October 2025

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE:	SERVICE AREA:
JOB TITLE: Support Worker	
GRADE: D/E	
JOB LOCATION / BUILDING: Lanark Close Short Breaks Service	
REPORTING TO: Registered Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		√
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		√
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		√
Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		√
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		√
Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		√
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		√
Working at Heights - Safety Critical: Employee will be required to work at a height .		√

Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.	√	
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Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		√
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		√
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		√
Lone Working (including Home Working): Employee will be required to work alone.		√
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	√	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Melanie A Smiles

Date:26/09/2025

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the OccupationalHealth Department: Occupational.Health@stockton.gov.uk