



Stockton-on-Tees
BOROUGH COUNCIL



Job Description

Time Out Support Worker

Job details

Grade:	D
Directorate:	Adults & Health
Reporting to:	Carers Service Manager
Contract:	13 hours

Job Summary:

To provide compassionate, person-centred support to service users within their homes and local communities, delivering activities and interventions that promote wellbeing, independence and social inclusion. Working in accordance with agreed Time-Out Support Plans, the postholder will enable carers to take a break from their caring responsibilities while ensuring service users receive safe, meaningful and engaging support.

Your day to day:

- Build positive, trusting relationships with service users, providing social, emotional and practical support that enhances wellbeing, confidence and quality of life.
- Deliver personalised support within the home and local community, helping service users remain engaged, active and connected.
- Ensure the safety and wellbeing of service users through appropriate supervision, support and risk awareness.
- Deliver support in line with agreed Time-Out Support Plans
- Encourage participation in activities that promote independence, social inclusion and personal development.
- Monitor progress and identify changing needs, ensuring support remains responsive and effective.
- Maintain accurate and timely records, documenting activities, achievements, observations and any concerns.
- Recognise and report safeguarding concerns, risks or changes in circumstances promptly and appropriately. Work closely with families, carers, colleagues and partner agencies to achieve the best possible outcomes for service users.
- Support carers by providing reassurance, continuity and confidence that their loved one is receiving high-quality care and support.
- Maintain effective communication with the Time-Out Coordinator, ensuring services remain responsive to individual needs.
- Act as a positive ambassador for the service, delivering a consistently high standard of customer care and professionalism.
- Actively participate in training, dev & learning.



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Personal Specification

Essential criteria

Qualifications:

- A good standard of general education.

Knowledge and skills:

- Positive attitude towards service users and their carers.
- Ability to work under direction of coordinator to implement support plans
- Possess the necessary skills to encourage service users to interact and engage.
- To contribute to reviews and monitor the effectiveness of individual programmes.
- To work as part of a multi-disciplinary team with other agencies and groups.

Experience:

- Evidence of some relevant working experience with a variety of client groups.
- Able to demonstrate an understanding of social barriers/exclusion pertinent to this client group and their carers

Behaviours:

- Demonstrate the Council's Behavior's which underpin the Culture Statement.
- Positive attitude
- Ability to work using own initiative whilst remaining within the guidelines established for this post

Other requirements:

- Enhanced DBS with check of the Barred list



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Personal Specification

Desirable criteria

- A relevant qualification in a care or support-related field such as: NVQ in care, support or counselling
- Experience of working directly with individuals in a community or social care setting.
- Demonstrate a knowledge of the range of services available to service users and their carers.
- Knowledge of local facilities within the community.
- Lived experience.
- Able to contribute to the assessments of clients' and carers needs and to the development of a support plan to meet these needs.
- Ability to refer clients to coordinator where appropriate
- Ability to drive and access to a vehicle

General (for all Council colleagues)

- **Job Evaluation:** This job description supports grading under the NJC Job Evaluation scheme adopted by Stockton Council.
- **Flexibility:** Duties listed are not exhaustive; additional tasks may be required within the scope of the role.
- **Values & Conduct:** Act in line with Council Values, Behaviours, Code of Conduct, professional standards, and promote equality and diversity.
- **Corporate Parenting:** Share the Council's ambition for children in care and care-experienced young people to thrive and be protected from harm.
- **Personal Development:** Take responsibility for your own learning and growth, as outlined in the Council's Culture Statement.
- **Customer Service:** Deliver consistently high-quality service to all internal and external customers.
- **Policies & Procedures:** Comply with all Council policies and procedures.
- **Health & Safety:** Maintain personal safety and follow Council health and safety requirements.
- **Safeguarding:** Be alert to potential abuse of children and vulnerable adults and act in accordance with the Council's Safeguarding Policy.



North East
Better Health
at Work Award
Ambassador Status

