



Support Worker

Job Description and Person Specification

The Role

As a Support Worker, you'll play a vital part in helping people live safely, confidently, and as independently as possible. You'll support individuals with a range of needs – including autism, learning disabilities, behaviours that challenge, and complex clinical conditions. Some people need help with daily routines and personal care. Others may need support with medication, communication, community access or specialist health needs. No two people are the same – and no two days are either.

This role is hands-on, person-focused, and rooted in dignity, safety, and choice.

What You'll Be Doing

Support Delivery

- Deliver high-quality care in line with personalised support plans
- Assist with daily living tasks, health routines, and emotional wellbeing
- Follow clinical procedures (e.g. PEG feeding, medication) where trained
- Enable access to activities, education or the wider community

Compliance & Standards

- Work in line with policies, procedures, and safeguarding responsibilities
- Keep accurate, timely records using agreed documentation systems
- Attend and/or complete all required training, including in-person sessions held in weekday hours, and maintain compliance and clinical competencies (if required).
- Follow health and safety guidance and report concerns promptly

Teamwork & Communication

- Work as part of a team, sharing updates and escalating risks
- Communicate effectively with the people we support, their families and professionals
- Attend supervisions, meetings and mandatory learning sessions

Who We're Looking For

You Bring

- A caring, calm and reliable approach
- The ability to follow guidance and always remain professional
- Good communication and teamwork skills
- A commitment to doing the right thing – even when it's not easy
- Flexibility to work shifts including evenings, weekends and bank holidays

Experience in care is welcome, but not essential. If you share our values, we'll give you the training and support you need.

You Might Also Have

While not essential, it's great if you:

- Drive and have access to a vehicle – this is dependent on package and may be required.
- Have experience supporting people in care, education or community roles
- Feel confident around complex needs or behaviours that challenge

These aren't must-haves – we care more about the kind of person you are and the values you bring.

Our Values

We expect all colleagues to uphold our core values:

- **Compassionate** – We act with kindness and empathy
- **Accountable** – We take responsibility and own our actions
- **Respectful** – We value every individual's dignity and rights
- **Empowering** – We support people to take control of their own lives

In Return, We Offer

- Full induction and ongoing learning opportunities in Acuity Academy
- Supportive colleagues and structured supervision
- The chance to build meaningful relationships and change lives
- A role with purpose, variety and progression potential