

CARE & SUPPORT WORKER

This job description outlines the main duties and expectations for care and support roles at Kairos Health & Social Care. It may apply to Support Worker, Care Support Worker, Learning Support Worker, Behaviour Support Worker, and related support roles, depending on the needs of the service.

Job Details

Post Title:	Care & Support Worker / Support Worker
Responsible To:	Registered Service Manager, Nominated Individual, and Directors
Liaison With:	Service users, families, staff, healthcare professionals, education partners, social workers, and external agencies as required
Location:	Across agreed service locations, including home care, supported living, school support, family support, community settings, and remote/online communication where applicable
Working Pattern:	Full-time / Part-time / Bank staff / Flexible shifts, including evenings, weekends, and out-of-hours support where required

Purpose of the Role

The purpose of the role is to provide safe, respectful, compassionate, and person-centred support to individuals and families, helping people live as independently, confidently, and safely as possible. The post-holder will support daily living, wellbeing, learning, behaviour, social inclusion, and personal development in line with each person's support plan, risk assessment, and agreed care/support arrangements.

Main Duties and Responsibilities

- Provide high-quality, person-centred care and support in line with Kairos Health & Social Care policies, procedures, values, and agreed support plans.
- Promote independence, dignity, choice, privacy, and respect in all aspects of care and support delivery.
- Build positive, professional relationships with service users, young people where applicable, families, colleagues, and partner professionals.
- Support individuals with daily living tasks, appointments, household routines, education, community participation, and social activities as required.
- Encourage confidence, emotional wellbeing, personal safety, and positive behaviour through calm, respectful, and consistent support.
- Support people with learning, behaviour, family, school, or community-based needs where this forms part of the agreed service.
- Maintain confidentiality and handle personal information responsibly and professionally.

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Person-Centred Support

- Follow individual support plans, care plans, and risk assessments, reporting any changes or concerns promptly to the appropriate manager or senior staff member.
- Monitor the physical health, emotional wellbeing, behaviour, and general presentation of people being supported, taking appropriate action when changes require attention.
- Support individuals to make choices, express their views, develop self-advocacy skills, and participate in decisions affecting their care and support.
- Recognise and respect cultural, religious, emotional, communication, and accessibility needs.
- Support service users to maintain positive links with family, friends, advocates, professionals, and community networks where appropriate.

Learning, Behaviour and Community Support

- Provide calm and consistent support to promote positive behaviour, emotional security, and safe participation in daily routines.
- Assist with school, learning, life skills, or family support activities where required by the role and service arrangement.
- Encourage participation in education, training, hobbies, employment preparation, leisure, and community activities as appropriate.
- Work as part of a team to deliver support that reflects the individual needs, goals, and preferences of each person.

Recording, Reporting and Communication

- Complete accurate daily notes, incident reports, progress updates, and other records required by the service.
- Report safeguarding concerns, changes in health or behaviour, accidents, incidents, complaints, and risks promptly in line with procedure.
- Attend and contribute to team meetings, supervision, training, reviews, and support planning discussions as required.
- Communicate clearly and professionally with colleagues, managers, service users, families, and relevant professionals.

Staff Conduct and Professional Development

- Take responsibility for your own learning, professional conduct, attendance, punctuality, and development.
- Participate in induction, mandatory training, supervision, appraisal, and service improvement activities.
- Work cooperatively with colleagues and contribute to a positive, respectful, and supportive team culture.
- Use company resources responsibly and maintain a clean, safe, and orderly environment where support is provided.

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Safeguarding

This post is subject to safe recruitment checks, including an Enhanced DBS check where applicable. Kairos Health & Social Care is committed to safeguarding and promoting the welfare of children, young people, adults, and vulnerable people who use or may be connected to our services. All staff are expected to share this commitment and report any safeguarding concerns in line with company policy and relevant procedures.

Person Specification

Criteria	Essential	Desirable
Experience	Experience or strong interest in care, support work, learning support, behaviour support, family support, or community-based services.	Previous experience in health and social care, education support, supported living, home care, or youth/family support.
Skills	Good communication, patience, reliability, respect for confidentiality, teamwork, and the ability to follow care/support plans.	Experience with record keeping, risk awareness, behaviour support strategies, or person-centred planning.
Knowledge	Understanding of dignity, safeguarding, equality, diversity, and person-centred care.	Relevant care, safeguarding, moving and handling, medication, first aid, or behaviour support training.
Requirements	Willingness to complete training, undergo checks, follow policies, and work flexibly according to service needs.	Full UK driving licence and access to transport, depending on role requirements.

General Duties

- Carry out any other reasonable duties requested by the Registered Service Manager, Deputy Manager, Team Leader, Nominated Individual, or Directors.
- Work alone or as part of a team when required, following lone working, health and safety, and risk management procedures.
- Support the service to maintain safe, reliable, high-quality, and compassionate care for individuals and families.

Review

This job description will be reviewed as required and may be amended after consultation to reflect changes in the role, service needs, policies, or organisational requirements. It is not an exhaustive list of duties but sets out the main expectations of the post.

Acknowledgement

Employee Signature:	
Print Name:	
Date:	