

Rapid Response Support Worker

Responsible to: Specialist Services Director

Liaises with: Head of Services, Support Managers

Working Hours: 36 hours per week, across 5 days, Monday to Sunday

Contract Type: 6 month Fixed Term (may be extended to permanent at end of term)

Location: Community based with some office-based working on occasion

Salary: £27,800 per annum

Purpose of the Role:

The Rapid Response Support Service is a specialist team providing high-quality, flexible support to new and existing clients in their own homes, hospitals, or other care environments, including those with complex needs. As a highly skilled team member, you will play a key role in establishing new care packages, facilitating smooth transitions, and delivering tailored support to existing clients. You will be available to respond swiftly to care needs across your designated area during your contracted hours.

A core function of the role is working closely with Office Managers and the wider Specialist Services team to support the assessment and initiation of new care packages in the community. You will work directly with clients during their initial period with the service, completing shifts yourself to gain a full and thorough understanding of their needs. This in depth knowledge will enable you to expertly introduce and guide the development of a long term, stable care team for each client.

Additionally, you will also serve as a valuable resource across the service acting as a trusted and reliable outreach and emergency support mechanism for other care packages, helping to maintain consistency, quality, and responsiveness throughout the service.

Main Duties and Responsibilities:

The role of a **Rapid Response Support Worker** is dynamic and client-focused, requiring adaptability and expertise in delivering specialist care in various settings. You will be responsible for:

Client-Centered Care

- Providing high-quality, person-centered care that aligns with each client's individual needs.
- Supporting clients with daily living activities, including personal care, meal preparation, mobility assistance, and maintaining a safe and comfortable environment.
- Assisting with hospital-to-home transitions, ensuring a structured and supportive discharge process.
- Encouraging clients to maintain independence, engage in social activities, and participate in their communities.

Service Delivery and Quality Assurance

- Setting up and delivering new care packages, ensuring high standards and continuity of care.

- Reading, understanding, and implementing support plans and risk assessments to provide appropriate care.
- Maintaining accurate records, including daily care notes, incident reports, and any necessary documentation in line with company policies and regulatory requirements.

Coordination and Communication

- Collaborating with managers, healthcare professionals, and family members to ensure a consistent and client-centred approach.
- Attending new client assessments and team meetings as required to contribute to care planning and service improvement.
- Acting as a professional representative of the company, upholding its values and standards at all times.

Workforce Support and Flexibility

- Covering last-minute shifts and responding to urgent care needs within the community.
- Assisting with care coordination and providing mentoring to new staff members to integrate them into care packages.
- Working independently within clear guidelines while being proactive in problem-solving and decision-making.

By fulfilling these responsibilities, you will play a crucial role in ensuring exceptional care delivery, supporting both new and existing clients, and maintaining the highest professional standards.

SKILLS AND EXPERIENCE

- Previous experience working in the care industry and in the community
- Relevant Health & Social Care qualification
- Compassionate personality to genuinely care for others
- An understanding of the needs of adults who are vulnerable within society
- Demonstrate the ability to relate professionally and respectfully to elderly or disabled clients under challenging circumstances
- Physically fit and able to undertake safe manual handling practices
- Excellent verbal and written communication skills in English
- Observant and sensitive to the client's needs
- Ability to liaise with clients' next of kin, family members, outside agencies and other professionals
- Ability to follow instructions and work autonomously with productivity as part of a wider team
- Knowledge of food hygiene/manual handling/health & safety standards and practices

Desirable Skills:

- Current and clean driving licence/ willing to drive client vehicle

Benefits:

- 25 Days Paid Holiday + Bank holidays
- Paid Sickness Absence
- Ongoing support and development, with accredited training
- Health & Wellbeing Programme
- Discounted shopping & services platforms
- Free eye care vouchers
- Free DBS check
- Company Pension Scheme
- Longevity Service Awards
- Fun social events (Christmas & Summer parties!)