

Neurodevelopmental Support Worker

Responsible To: Neurodevelopmental Service Manager

Service: Neurodevelopmental and Complex Care Service

Location: London – Various Locations

Shifts: Flexible working hours

Salary: £13.73 – £15.81 per hour *(with the ability to access a % of your earnings in just 4 days or less after completing shifts!)*

PURPOSE OF POST

To work as part of a team providing high-quality, person-centred care and support to Service Users with neurodevelopmental conditions and/or complex care needs, enabling them to remain as independent as possible in their own homes and communities, while reflecting the objectives of the SweetTree Charter & Philosophy of Care.

KEY RESPONSIBILITIES

- General housekeeping, e.g. cooking, shopping and domestic duties, and helping Service Users to maintain all aspects of their domestic lives.
- Providing help with all aspects of personal care.
- Facilitating socialisation and social activities, e.g. visiting family/friends, walks, cinema/theatre, meals out, going for a drive (where required), reading etc.
- Monitoring progress and recording notes on daily record sheets relating to each visit.
- Liaising with families, friends, advocates, external agencies and the management team to provide a consistent approach that meets the individual needs of each Service User.
- To empathise and actively listen in a sensitive manner, accessing appropriate additional support where necessary.
- To support Service Users to access appropriate health care provision, enabling them to make an informed choice regarding any prescribed treatment, seeking advice where necessary.
- To create opportunities for Service Users to develop, establish and maintain personal relationships and social networks, encouraging greater participation and integration in their chosen communities.
- To carry out any other reasonable duties as required by the Service Manager.
- To preserve the independence and dignity of Service Users as much as possible.
- Managing any incontinence with dignity and respect.
- To report any changes or issues concerning the Service User or the care being provided to the office team.

Reviewed: August 2026

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- Observation of mental alertness and general physical condition.
- Reading and abiding by the care plan set out by the assessor in the Service User's guide.
- Supporting and understanding each individual Service User's needs, including their communication, sensory and support needs where applicable.
- To report back any areas of risk, not previously identified, to the Manager.
- Maintain confidentiality and commit not to divulge information to third parties unless consent to share information has been given in writing and agreed with the Service Manager.
- To work in accordance with your job description/contract of employment and any policies and guidelines of SweetTree Home Care Services.
- To promote equal opportunities and respect diversity, different cultures and values.
- To work in accordance with the Health and Safety at Work etc. Act 1974.
- To contribute to the overall development of the service and promote a positive image of the Service Users and SweetTree Home Care Services.
- To participate in training courses/seminars held internally and by outside agencies.
- To prepare for, attend and engage in regular supervisions, appraisals and performance reviews, accepting and providing constructive feedback.

PERSON SPECIFICATION

Essential Skills

- An understanding of the needs of adults with neurodevelopmental conditions, learning disabilities and/or complex care needs who may be vulnerable within society.
- Experience of providing care to people living in the community.
- Demonstrate ability to relate professionally and respectfully to people with neurodevelopmental conditions and/or learning disabilities.
- Physically fit and able to undertake safe manual handling practices.
- Good verbal and written communication skills.
- Good telephone manner and good level of spoken English.
- Observant and sensitive to a Service User's needs.
- Ability to liaise with outside agencies and other professionals.
- Ability to work autonomously and productively as part of a team.
- Knowledge of food hygiene, manual handling, health and safety standards and practices.

Desirable Skills

- Current and clean driving licence.
- Experience of providing care to people living in the community.
- Level 2 qualification in Health and Social Care, Care or equivalent.
- Relevant training or qualification in autism, learning disability, neurodevelopmental conditions or complex care would be desirable.

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WORKING CONDITIONS

Working hours will vary depending on the Service User's needs and the availability of the carer. This can involve either live-in care or shift work. Terms and conditions of employment are as per your employment contract and staff handbook. Carers are expected to arrive on time for all shifts.

DRESS CODE

A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum. No trainers or jeans are to be worn. Carers are provided with ID cards which are to be clearly presented during working hours.