

Job Description

Job Title: Support Worker

Reports to: Service Manager

Area of Business: Autism and Complex Needs

Date: October 2026

Job Purpose:

To provide day-to-day support for people with autism in a residential setting. The aim of this role is to provide hospitable, compassionate, and respectful support; and to ensure that people with autism can positively live and achieve their outcomes in a community close to their families and friends. The Support Worker will practice by promoting the principles of Right Support, Right Care, Right Culture (CQC, 2020) and promote a strength-based approach at all times so that people thrive.

Safeguarding Statement:

The post holder has a central role in safeguarding by protecting residents from harm, recognising early signs of abuse, and reporting concerns immediately to the appropriate safeguarding lead. They are responsible for accurate, factual recording of incidents, following all The Do Good Charity's and local authority safeguarding procedures, and always maintaining professional boundaries. Their duties include promoting people's rights, supporting safe care practices, contributing to risk assessments, and challenging discriminatory or unsafe behaviour. They must also uphold confidentiality, participate in mandatory safeguarding training, and help foster a speak up culture where concerns can be raised safely.

Objectives	Typical Tasks
Provide a high quality of care and support to people who use the service.	<ul style="list-style-type: none"> • Support individuals with personal care as specified within their person centred support & risk planning. • Support people who use the service to maintain regular links with families and friends as appropriate. • Support people using the service in the day to day domestic maintenance of their home. Support people who use the service in the purchasing and preparation of meals. • Provide support to people who have care and treatment needs and ensure guidance from professionals is followed and recorded transparently.

	<ul style="list-style-type: none"> • Support the people who use the service to attend appointments with health care professionals and record this information in their notes. • Administer and record medication, as specified.
To ensure service delivery is promoted in a THINK PERSONAL way for people with autism and associated conditions.	<ul style="list-style-type: none"> • To follow the autism needs assessment in line with The Do Good Charity's Autism Practice Model. • To consistently implement THINK AUTISM strategies that are conducive to the needs of individual people. • To ensure that autism and PBS records are comprehensive and transparently capture people's outcomes and needs. • To report inconsistencies in needs and/or practice immediately to resolve quickly. • Support the tracking and monitoring of cyclical needs and be part of the discussion to develop proactive intervention strategies.
To provide opportunities for people who use the service, maintain and develop their skills to maximise their independent abilities.	<ul style="list-style-type: none"> • Provide people with clear, unbiased information about their rights and options in order for them to make informed decisions about their lives. • Advocate, where necessary, on behalf of people who use the service and consult with families and advocates where necessary. • To work in partnership with PBS Champions and the management team in maintaining support planning documentation so that it always remains live and current. • In consultation with people who use the service, organise and participate in appropriate social and recreational activities.
Utilise communication and recording systems to ensure you and others provide appropriate support.	<ul style="list-style-type: none"> • Read and complete daily notes at the start and end of shifts. • Contribute to reviews of support planning and quality of life outcome measurements. • Read and complete handover sheets as required. Read and maintain communication books / diaries.

	<ul style="list-style-type: none"> • Utilise verbal and written communication to ensure all relevant information is shared. • Read all relevant meeting minutes, memos and notices. Sign to indicate these have been read and understood. • Follow all elements of support and risk planning and report any concerns immediately to the line manager on duty
Act as keyworker; designated to individuals in order to effectively co-ordinate their support.	<ul style="list-style-type: none"> • Organise and attend review meetings and update support planning as appropriate. • Communicate and liaise with all colleagues (internal and external) where there have been changes to people's needs. • Provide a key worker monthly report that summarises people's outcomes. • Co-ordinate the planning of appropriate holidays and outings. • Liaise with family members on a regular basis and ensure they are fully informed of their relative's progress and needs.
Be aware of your responsibilities under the Charity's Health and Safety policy, taking all possible steps to ensure a safe working environment	<ul style="list-style-type: none"> • Maintain a safe working environment. • Ensure safe driving when supporting people in the community. • Participate in the identification and assessment of risks and implement agreed working procedures to minimize their impact. • Report and record all incidents, accidents or potential hazards following Health and Safety Policy. • Carry out Health and Safety Checks and maintain accurate records. Ensure equipment is checked prior to use to ensure it is safe. • Promote awareness amongst people who use the service of all emergency / on-call systems, and fire prevention and control, as necessary. • Maintain good working knowledge of relevant standards in order to implement safely and appropriately.
Continuous self- development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> • Keep up to date with skills and knowledge. • Attend mandatory training. • Attend other training and development actively where appropriate. • Participate in development reviews.

	<ul style="list-style-type: none"> • Read and seek to understand all relevant communication e.g. staff handbook, written communication. • Attendance at meetings as required. • Be self-reflective in practice.
Actively support the vision, philosophies and values of the Charity	<ul style="list-style-type: none"> • Promote the core values of the Charity i.e. respect, hospitality & compassion • Act in a non-discriminatory manner. • Maintain confidentiality at all times. • Undertake any other duties that are in keeping with the values of the charity that you have the skill/ability to carry out
Level of Disclosure: Enhanced with Adults barred list	
Person Specification	
Essential:	Desirable:
<ul style="list-style-type: none"> • QCF Level 3 in Adult Health & Social Care • Experience of working with people with autism. • Experience of supporting people with a Positive Behaviour Support approach • Ability to respond to guidance and direction. • Experience of developing support plans. • Experience of the key worker role. • Good communication skills. • Ability to work as part of a team. • Able to provide personal care. • Able to work flexible hours including weekends, nights etc according to the needs of the people in service. • Participate where necessary in social activities, outings/holidays with people using the service. • Maintain confidentiality. • Honesty and reliability. • Interested, motivated and committed. • Accessible, approachable and comfortable with vulnerable people. • Non-discriminatory and respect for cultural and religious heritage of all people. 	<ul style="list-style-type: none"> • Experience of supporting people who may challenge services. • Sound understanding of complex behaviours and how communication is the route to improving this. • Full, clean driving licence.