Support Worker

Job Description and Person Specification

Reports to	Assistant Team Leader
Location	Across Cosgrove Care services, according to operational need
Hours	Various full-time, part-time, sessional and rota-based opportunities may be available
Salary	£13.45 per hour
Working pattern	May include evenings, weekends, sleepovers and public holidays, depending on the role and service
Contract	As stated in the vacancy and offer of employment

About Cosgrove Care

Cosgrove Care is a Scottish charity supporting children, young people and adults with additional needs and their families. We provide personalised support that promotes choice, independence, inclusion and meaningful lives. Our work is rooted in strong relationships, high professional standards and respect for each person's identity, culture, faith, preferences and ambitions.

This is an exciting time to join Cosgrove Care. We have ambitious plans for 2027 and 2028, are developing services and initiatives, and want thoughtful, capable people to help shape what comes next. You will work alongside excellent people we support, families, colleagues and partners. No two days are the same, and your contribution can have a visible impact.

Role Purpose

To provide safe, reliable and genuinely person-centred support that enables individuals to exercise choice, build independence, maintain relationships and participate in their communities. The exact setting and pattern of support will be matched as far as possible to the successful candidate's experience, qualifications and the needs of the people supported.

Roles and Responsibilities

Person-centred support

- Get to know each person and provide support in line with their agreed plan, preferences, outcomes, communication needs and risk arrangements.
- Promote choice, independence, inclusion, wellbeing, relationships and community participation.
- Provide respectful support with daily living, personal care, health needs, appointments, meals, household tasks, finances, activities or tenancy responsibilities where required and trained to do so.
- Support people consistently while recognising their culture, faith, identity, privacy, dignity and rights.

Safe and professional practice

- Follow support plans, medication procedures, safeguarding requirements, health and safety controls and organisational policies.
- Maintain professional boundaries, confidentiality and accurate, timely records.
- Notice and report changes, concerns, incidents or risks promptly through the agreed escalation route.
- Complete required learning and apply training, guidance and reflective feedback in practice.

Teamwork and communication

- Work cooperatively with the person supported, colleagues, families and relevant professionals.
- Contribute to clear handovers, meetings, reviews and service improvement.
- Use initiative within the boundaries of the role, ask for support when needed and remain calm in changing situations.
- Undertake other reasonable duties consistent with the role and the needs of the service.

Regulatory and Professional Responsibilities

- Work in accordance with the Health and Social Care Standards, SSSC Codes of Practice, Cosgrove Care policies and the limits of the role, training and assessed competence.
- Recognise and report Adult Support and Protection, child protection where applicable, medication, health, safety, infection-control, financial-safeguarding and professional-boundary concerns immediately through the agreed route.
- Maintain accurate, contemporaneous and confidential records, including support delivered, outcomes, changes, incidents and required follow-up.
- Support people to communicate, make informed choices and exercise their rights, using agreed communication methods, supported decision-making and positive risk-taking approaches.
- Follow authorised support, medication and risk-management arrangements and never undertake a task without the required instruction, training, competence or delegation.
- Cooperate with complaints, incident reviews, Duty of Candour processes, inspections and improvement activity as required.

Person Specification

Criterion	Essential	Desirable
Qualifications and registration	• No specific qualification is required at appointment unless stated in the vacancy. • Willingness to undertake the qualification and learning required for SSSC registration within the applicable timescale. • Eligible for and willing to obtain and maintain registration on the applicable part of the SSSC Register and PVG Scheme membership for the relevant regulated role.	• A relevant qualification in social care, health, education, community work or a related field.
Experience	• A genuine interest in supporting people to live the life they choose. • Experience from paid work, volunteering or personal responsibilities that demonstrates reliability, empathy and respect.	• Experience supporting people with additional needs, autism, learning disabilities, health needs or other complex circumstances.
Knowledge	• Understanding of dignity, choice, inclusion, confidentiality and professional boundaries. • Willingness to learn person-centred practice, safeguarding, safe working and accurate recording.	• Awareness of SSSC Codes of Practice and regulated social care in Scotland.
Skills	• Warm, clear and respectful communication, including listening and adapting communication to the individual. • Reliable team working, good timekeeping, organisation and the ability to follow agreed plans.	• Full UK driving licence and willingness to drive, where required for a particular service.

Criterion	Essential	Desirable
	• Basic computing skills, including Microsoft Office applications such as Outlook, Word and Teams, and confidence to learn digital recording systems.	
Values and approach	• Respectful, patient, dependable and non-judgemental. • Committed to people's rights, independence, culture, faith, identity and personal choices. • Flexible and able to work the rota stated for the vacancy.	

Employment Requirements

- Satisfactory pre-employment checks, including references, evidence of right to work and PVG Scheme membership appropriate to the role.
- SSSC registration, or application within the required timescale, where the post is registrable.
- Applicants must have and maintain the right to work in the United Kingdom for the duration required by the role. Cosgrove Care is not currently able to sponsor this vacancy under the Skilled Worker route. Right-to-work checks will be completed consistently and without unlawful discrimination.
- Appointment to a particular service may depend on the person's needs, the applicant's skills and qualifications, rota availability and any role-specific requirements stated in the vacancy.
- This job description describes the current requirements of the role. Duties and reporting arrangements may be reviewed as Cosgrove Care develops, following appropriate consultation.
- PVG Scheme membership for the relevant regulated role must be confirmed before the postholder carries out regulated-role duties.
- The postholder must maintain fitness to practise, comply with the SSSC Codes of Practice and notify Cosgrove Care promptly of any matter that may affect registration or suitability.