



Support Worker (Supported Accommodation) Job Description and Person Specification

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| Job title: | Support Worker (Supported Accommodation) (Bank) |
| Place of work: | Orchard Therapeutic Care |
| Hours of work: | Shift-based role, Monday to Sunday (including nights and sleep-ins, average of 2 per week). |
| Day rate | £12.21-£14.00 |
| Reports to: | Registered Homes Manager |
| Level of screening: | Enhanced DBS |

Who we are

Orchard Therapeutic Care Ltd. provides supported accommodation for young people, focusing on creating nurturing, structured, and consistent environments that promote safety, well-being, and personal development. We work closely with families, professionals, and external agencies to ensure every young person has the opportunity to thrive emotionally, socially, and practically in preparation for their future independence.

Where do you fit in

We are seeking committed and compassionate Support Worker to join our team. You will play a key role in supporting young people in their day-to-day lives, acting as a positive role model while helping them build resilience, confidence, and essential life skills. You will:

- Provide a safe and supportive environment.
- Build positive and trusting relationships.
- Support young people in developing independence and emotional well-being.
- Work collaboratively with colleagues and professionals to ensure consistent, high-quality care.

Main Duties & Accountabilities

- Act as a positive role model, offering care and support grounded in structure, consistency, and nurture.
- Ensure the safety and well-being of each young person at all times.
- Be attentive and responsive to physical, emotional, and social needs.
- Identify and report safeguarding concerns, monitoring, and recording accurately.
- Encourage and promote good personal hygiene and healthy routines.
- Support daily living needs, including cooking, cleaning, shopping, and budgeting.



- Supervise and participate in activities, escorting young people as required by car or public transport.
- Work effectively as part of a supportive team.
- Understand adolescent behaviour and respond appropriately within a therapeutic framework.
- Communicate effectively with parents, professionals, and external agencies.
- Support family contact when appropriate.
- Provide sensitive guidance, emotional support, and encouragement for young people.
- Maintain accurate records, including daily logs, incident reports, placement plans, and care review reports, using Leif systems.
- Participate in handovers, staff meetings, and in-house training.
- Engage in formal supervision and reflective practice.
- Undertake shift work, including overnight sleep-ins.
- Perform any additional duties required to support the lives and well-being of young people in care.

What Success Looks Like

- Creating a nurturing environment that fosters resilience and independence.
- Building strong, trusting relationships with young people.
- Supporting young people to achieve personal growth and positive outcomes.
- Demonstrating professionalism, reliability, and teamwork.
- Maintaining clear communication with families, professionals, and colleagues.
- Ensuring consistent safeguarding and adherence to policies.

Safeguarding

At Hitchcox Group, we take our safeguarding responsibilities extremely seriously and are fully committed to promoting the welfare and safety of all children and young people in our care. We believe that safeguarding is everyone's responsibility, and all staff play an essential role in ensuring that our environments are safe, supportive, and inclusive.

As part of our safer recruitment practices, we will carry out appropriate pre-employment checks to ensure the suitability of all prospective employees. This includes conducting online searches on shortlisted candidates as part of our due diligence process, in line with current guidance.

This post is subject to an Enhanced Disclosure and Barring Service (DBS) check, in accordance with the Rehabilitation of Offenders Act 1974 (Exceptions Order



1975). Further information about the DBS process can be found at www.disclosures.co.uk.

We are committed to:

- Ensuring a culture of vigilance where the welfare of children and young people is paramount.
- Providing a safe and caring environment that enables every child to learn and thrive.
- Promoting equality, inclusion, and respect for all.
- Ensuring all staff receive regular safeguarding and child protection training in line with current statutory guidance.

Other Information

This job description is intended as a guide to the main responsibilities and duties of the post. It is in no way intended to restrict any individual in the performance of other duties within the general nature of the post as required by the company.

This job description will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the establishment in relation to the post holder's professional responsibilities, duties and grading.



| COMPETENCY | ESSENTIAL | ASSESSMENT CRITERIA |
|-----------------------|---|-------------------------------------|
| QUALIFICATIONS | NVQ Level 3 in working with children/young people | AF/C |
| KNOWLEDGE | <p>Awareness of social disadvantage and discrimination</p> <p>Understanding of child development, safeguarding, and childcare legislation</p> | <p>AF/I</p> <p>AF/I</p> |
| EXPERIENCE | <p>Experience of working with children/young people, preferably in residential settings for a minimum of 2 years.</p> <p>Experience with complex cases or aftercare services</p> <p>Experience supporting residential holidays or additional activities</p> | <p>AF/R</p> <p>AF/R</p> <p>AF/R</p> |

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| SKILLS & ABILITIES | Ability to set boundaries, manage conflict, work under pressure, communicate effectively, and build positive relationships IT proficiency (Microsoft Office, Leif) | AF/I |
| OTHER | Flexible, resilient, adaptable, and able to work unsocial hours (including weekends, holidays, and sleep-ins). Full driving licence and willingness to drive. | I |

Key

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| Assessment Criteria | |
| AF | Application Form |
| C | Certificates |
| D | Disclosure |
| I | Interview |
| R | References |

Acknowledgements

Employee Signature.....

(Print Name)..... Date

HR Signature.....

(Print Name) Date