david·lewis
looking forward to the future

Job Title: Support Worker

Reports To: Team Leader
Accountable To: Residential Manager
Location: Warford
Hours: 37.5 hours (part-time hours available)
Salary: £26,347.40 - £27,718.83 (depending on qualifications/experience)
Enhanced pay for weekends and overtime

Job Purpose:

As a Support Worker at David Lewis, you will provide proactive, person-centred, and empowering support to individuals living in our residential service. You'll work in line with our active support model, helping people to lead full, meaningful, and independent lives through engagement in daily living skills, personalised activities, and goal-oriented care.

This role goes beyond day-to-day tasks: we expect you to be a self-motivated team player, a curious and compassionate listener, and someone who brings energy, creativity, and purpose to each shift. You will actively reduce restrictive practices by using positive, preventative approaches, championing individual choice, and building trusting, respectful relationships.

Key Responsibilities:

Active and Person-Centred Support:

- Deliver consistent, proactive support that is tailored to each person's preferences, strengths, and needs.
- Enable choice and control in everyday decisions—support people to do things with them, not for them.
- Promote and support independence across all aspects of daily life, including personal care, health needs, nutrition, community access, and leisure.
- Use active listening and observation to understand non-verbal communication and preferences.
- Contribute to and follow personalised care and support plans, escalating concerns where goals are not being met.
- Champion least restrictive practices, actively avoiding over-support or unnecessary limitations on autonomy.

Building Progress and Skills:

- Set and review meaningful goals in collaboration with the individual, their families, and professionals.

- Support the development of life skills through real-world experiences and tasks—both at home and in the wider community.
- Document progress clearly, using written records, photos, and feedback to evidence achievement and growth.
- Celebrate every step of progress and always look for the next opportunity to build confidence and capability.

Creating a Safe, Homely Environment:

- Maintain a clean, safe, and welcoming living space in line with individual needs and preferences.
- Support healthy routines, nutrition, and hydration—encouraging people to participate in preparation and choices.
- Manage medication and treatment plans within your scope and training, ensuring safety and dignity.

Collaborative, Multi-Disciplinary Working:

- Work as part of a high-performing, supportive team that values honesty, respect, and shared learning.
- Communicate effectively with families, colleagues, and external professionals.
- Participate in team discussions, handovers, audits, and service reviews to continuously improve our practice.

Empowering, Inclusive Practice:

- Ensure all individuals have access to meaningful activities, community opportunities, and communication tools that work for them.
- Tailor your approach to avoid group-based assumptions—each person's day should reflect their unique interests and aspirations.
- Take a trauma-informed approach, being sensitive to past experiences and using empathy to shape your support.

What We Expect From You:

- A commitment to person-centred values and active support.
- A proactive, self-starting attitude—you don't wait to be asked, you look for ways to add value.
- A strong sense of responsibility and integrity, especially around safeguarding and dignity in care.
- Excellent communication skills, including active listening and the ability to adapt your style.
- Willingness to reflect, learn, and grow in your role.

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Key Policies and Standards:

- **Safeguarding:** You must report any concerns or incidents, no matter how small. If something doesn't feel right—speak up.
- **Whistleblowing:** We support transparency. Concerns raised in good faith will never result in negative consequences.
- **Equality, Diversity & Inclusion:** We celebrate and support diversity in all forms and expect all staff to create inclusive environments.
- **Confidentiality & Data Protection:** Respect all information as confidential. Follow our policies and report any breaches.
- **DBS Requirement:** This role requires an enhanced DBS check, reference verification, and full employment history.

About David Lewis:

David Lewis is a leading charity providing outstanding support to people with complex needs. We are proud to champion a model of care that is responsive, respectful, and always evolving. As part of our team, you'll help ensure every person we support lives a life filled with choice, independence, and opportunity.