



Job Description

Bank Support Worker

Line Manager: Programme Manager (Link Up)

Line Reports: None

Adults' Centre Team

Job Purpose

The Bank Support Worker provides flexible, as-needed support to adults with Special Educational Needs and/or Disabilities (SEND) participating in Nansa's community and centre-based programmes. The role involves delivering person-centred care and promoting participation in a variety of activities, both on-site and in the community. This role includes supporting personal care, mobility, and general wellbeing while ensuring safeguarding and dignity at all times. Bank Support Workers are employed on a casual basis and contribute to service continuity during staff absence.

Key Responsibilities

Flexible Person-Centred Support

- Provide compassionate, tailored support to individuals with SEND in line with their personal care plans and communication preferences.
- Assist with participation in meaningful activities and social engagement opportunities, promoting independence and confidence.
- Respond flexibly to the needs of the service and individuals, adapting to different settings and routines.

Personal and Intimate Care

- Support with personal care tasks including toileting, hygiene, dressing, and assistance with eating/drinking, as required.
- Ensure care is provided respectfully and in accordance with safeguarding, health and safety, and infection control guidelines.

- Assist with mobility needs, manual handling, and the safe use of aids and equipment.

Safeguarding, Risk and Safety

- Maintain a vigilant approach to safeguarding and report concerns promptly and appropriately.
- Follow risk assessments and support behaviour plans to ensure a safe environment for all service users.
- Contribute to maintaining cleanliness, safety, and accessibility in all settings.

Teamwork and Communication

- Work cooperatively with permanent staff and supervisors, ensuring consistent care and communication.
- Engage with service users in a kind, patient, and supportive manner.
- Participate in handovers and provide accurate verbal or written feedback as requested.

Record Keeping

- Maintain clear and accurate records relating to care, incidents, and session activity, as directed.
 - Ensure any documentation is completed in accordance with organisational procedures and data protection requirements.
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Person Specification

Essential Skills and Experience

- Previous experience supporting adults with learning disabilities or additional needs.
- Competence in delivering personal and intimate care with dignity and respect.
- Knowledge of safeguarding procedures and commitment to safe practice.
- Strong interpersonal and communication skills with an empathetic approach.
- Ability to follow instructions, routines, and care plans consistently.

Desirable Skills and Experience

- Experience in day service, supported living, or community-based support roles.
- Basic training in first aid, manual handling, or behaviour support.
- Flexibility to work across varied hours, locations, or support needs.

Personal Attributes

- Reliable, punctual, and professional.

- Person-centred and values-driven in all care interactions.
- Emotionally resilient and calm in varied or challenging situations.
- Respectful, inclusive, and non-judgemental.
- Willing to learn, adapt, and support others as part of a dynamic team.