

Jewish Care Scotland Job description

1. Job identification

Job Title: Support Worker

Responsible to: Service Lead

Department: Community and Wellbeing

Line Management: None

Hours per week: 15 hours, to be mutually agreed between Monday to Thursday 9am-5pm

Last update: August 2025

2. Job purpose

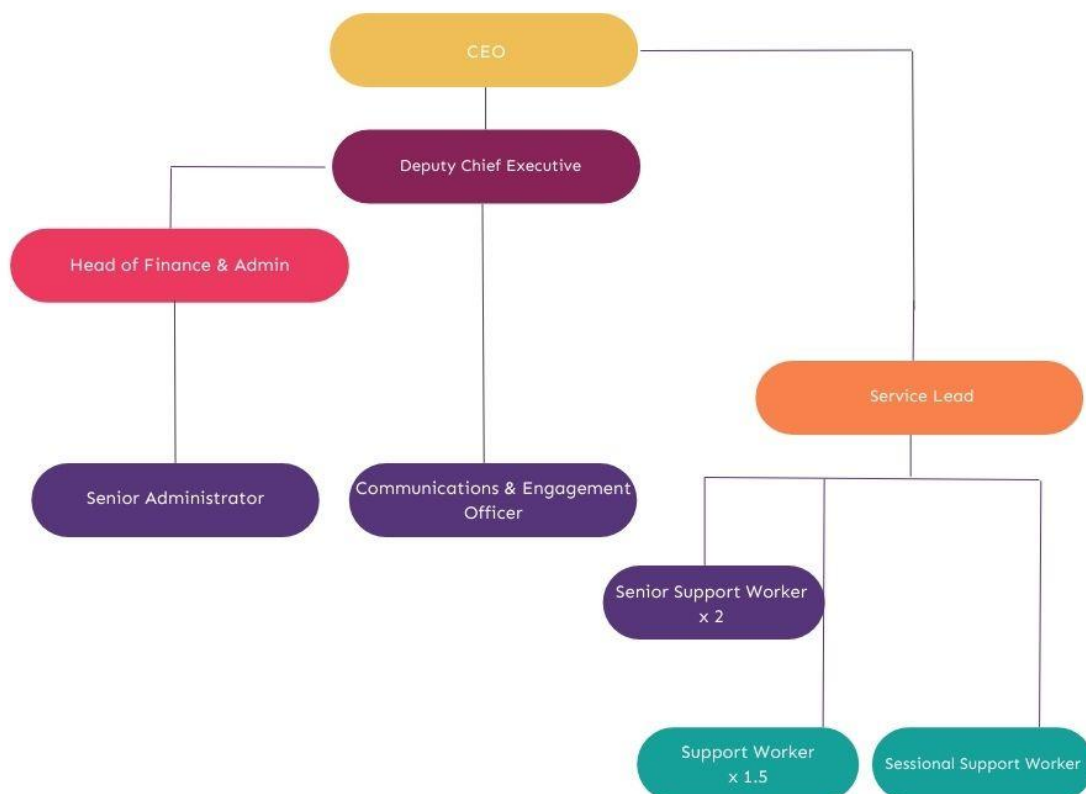
To provide care & support interventions within the Community and Wellbeing team. This includes working across any community and building based services (both registered and non-registered) to maximise wellbeing & cultural connections for clients, as well providing traditional care support (for example in client homes and/or in a day care setting) when this has been identified as a need.

3. Role of department

The Community and Wellbeing function within Jewish Care Scotland aims to provide high quality opportunities for connection and wellbeing for the Jewish community throughout Scotland. This also extends to providing support to those within the general population if this is seen to benefit and promote the ends of the charity and its strategic objectives.

4. Organisational position

Jewish Care Scotland organisation chart



5. Key result areas

Care Planning and Intervention

1. Work with the Service Lead to create outcome focused care plans for service users where services are registered. This will include taking responsibility for gathering the information and seeking support in relation to setting goals and or agreeing outcomes
2. Ensure all care plans for registered services are completed as instructed/signed off by the registered manager and that you understand what this means in practice with a client. This also includes essential governance information which is required to run safe and effective services such as consent to share, next of kin details, medication/allergies etc
3. Work in partnership with clients and their families in order to deliver high quality care, support and interventions which improve wellbeing. This must include adhering to the care plan
4. Ensure that notes of each contact are adequately recorded and are to a high standard, this includes abiding by confidentiality and data protection policies
5. Take responsibility for escalating any issues of risk to the registered manager and liaising with other agencies as appropriate. Ensure all such contacts are documented appropriately
6. Seek support and use practice experience where clients have cognitive or capacity issues, ensuring that their views and wishes are captured and taken into account when planning their care or support

7. Carry out reviews of care plans and work when required and that these are in line with legislation relating to registered services
8. Act as a point of contact (key worker) for all clients and their families and ensure that any problems or concerns are escalated to the Service Lead as appropriate.

Non-Registered Services and Community Work

1. Work in partnership with the Senior Support Worker and the Service Lead to progress and deliver any events or cultural activities (either internally or externally) as deemed appropriate. For example, this might include events and celebrations such as supporting the running of the intergenerational project, having a lunch and learn session for seniors or organising a Passover celebration for the community
2. Provide care and support in the community for anyone who is identified as in need and who may need assistance. This might include accompanying individuals to appointments, helping a client with shopping tasks or supporting them to integrate into the community and or take part in other community activities
3. Assist in any other areas as identified by the Service Lead.

Training and Development

1. Take responsibility for your own learning and ensure any gaps in knowledge are highlighted to the Service Lead for action as deemed necessary
2. Take part in regular supervision with the Service Lead and take part in any team meetings
3. Ensure all mandatory training is completed within the timescales agreed by management
4. Ensure familiarity and responsibility for working to the Scottish Social Care Standards and any other care related legislation and guidance as deemed appropriate for your role.

Financial

1. No budgetary or financial responsibility

6. Assignment and review of work

Directly from the Service Lead for guidance, management and work review, objective setting and formal appraisal of performance.

Expected to work autonomously after being allocated work which is assessed as appropriate by Service Lead.

7. Decisions and judgements

Works autonomously but only after allocation and guidance by Service Lead

Expected to use initiative to carry out activities

Expected to identify and escalate risk immediately

Expected to record decisions accurately and in conjunction with Data Protection policies.

8. Knowledge, training and experience required to do the job

Essential

JCS values

- The ability to work in a way that upholds the values of JCS is essential
- The ability to demonstrate behaviours that support the values of JCS is essential
- JCS Values:
 - Work with *integrity* by being honest and transparent in all we do
 - Ensure *competence* in our abilities by having a trained and skilled team
 - Demonstrate *compassion* by putting kindness at the heart of all we do
 - Show *respect* by listening to the feelings and wishes of others and promoting rights
 - Support *collaboration* by strengthening positive relationships within the community

Qualifications, knowledge and experience

- Minimum SVQ 2 in a social care qualification (SVQ3 preferred or a willingness to undertake this)
- At least 2 years' experience of working in a direct social care/support role (ideally with some personal care experience)
- Knowledge of social care standards
- Personable, approachable, and committed to the caring task
- Demonstratable knowledge of the needs of the older age group

Skills/abilities

- Hold a clean current driving license and have access to own vehicle for business use
- Good written and oral communication skills
- IT confident and experience of working with MS Office (Word predominately)
- Excellent team player and can do attitude
- Can work on own initiative and prioritise tasks
- Ability to manage time well and complete assigned work on time
- Self-motivated, focused and enthusiastic

Desirable

- Understanding of Jewish culture
- Experience of working in a charity setting
- Experience of supporting individuals with dementia

9. Job description agreement

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department/Manager Signature:

Date:

Date: