

Support Worker

Service	Reporting to	Location	Grade
Provider Services	Team Leader	Various	NJC 2C

About the role

The Support Worker role sits within Adult Social Care Provider Services and is central to the delivery of safe, person-centred and strengths-based support for adults with care and support needs across Salford.

The role provides direct support to individuals in line with their assessed needs, care plans and personal outcomes. This may include support with personal care, daily living tasks, medication, health and wellbeing, social inclusion, activities, community access and maintaining independence. The role also involves working with families, carers, colleagues and other health and social care professionals to ensure people receive consistent, coordinated and responsive support.

Support Workers are expected to work flexibly across Provider Services, which may include supported living, day services, community settings and other regulated or non-regulated care environments. The role requires staff to respond to a range of needs, including complex care, changing risks, safeguarding concerns and situations where individuals may require additional reassurance, communication support or practical assistance.

The postholder will contribute to the planning, delivery, recording and review of support, ensuring that information is accurate, timely and shared appropriately. This includes maintaining records, reporting concerns, supporting reviews and contributing first-hand knowledge of the person's needs, preferences and progress.

The role requires a practical and caring approach, good communication skills, digital confidence, and the ability to work both as part of a team and independently where required. Support Workers will be expected to undertake relevant training and apply this safely in practice, including service-specific training linked to the needs of the people supported.

This role reflects the Council's commitment to providing high-quality, inclusive and dignified support that promotes independence, choice, wellbeing and positive outcomes for adults in Salford.

Key outcomes

- People feel safe, respected and supported, and receive high-quality care that promotes their dignity, independence and wellbeing.
- Care and support plans are followed consistently, with support shaped around what matters most to each person and how they like to do things.

- People are encouraged and supported to build confidence, stay connected and take part in their local communities in ways that are meaningful to them.
- People are kept safe because safeguarding concerns, risks or changes are noticed early and acted on quickly, with the right people informed and involved.
- Good care is supported by clear, accurate and up-to-date records that help everyone understand what support is being given and how well it is working.
- Positive, respectful and professional relationships are built with the people we support, as well as with families, carers and partner organisations.
- People's health and wellbeing are supported through agreed support and activities, with changes picked up and responded to in a timely way.
- Where it is part of someone's support, people receive safe and reliable help with medicines, because staff work within their training and follow clear guidance
- People's money is handled safely when this is part of the role, with clear records kept and checks made.
- Services are safe and well-run because health and safety is taken seriously and everyone plays their part in creating a supportive, organised environment.
- Support is flexible and responsive, helping people experience continuity and reliable care across Provider Services.
- Supplies and resources are ordered and used responsibly and managed in line with service arrangements.
- People benefit from better support because staff keep learning, take part in training and reflect on their practice to keep improving what they do.

What we need from you

- A commitment to modelling and demonstrating Salford City Council's values and behaviours in all aspects of your work
- The ability to build positive, respectful relationships with people who use services, their families, carers and colleagues
- Good communication skills, including the ability to listen, explain and adapt your approach to meet a range of communication needs

- A caring, practical and person-centred approach, with the ability to support individuals with a wide range of needs
- The ability to work flexibly across services, including evenings, weekends and varied shift patterns where required
- Confidence to work both as part of a team and independently, including lone working where appropriate
- The ability to recognise and respond appropriately to safeguarding concerns, risk and changing circumstances
- Basic digital skills to support accurate recording and use of care systems
- A willingness to undertake training and apply learning in practice, including service-specific and mandatory training
- NVQ Level 2 in Health and Social Care (or willingness to work towards), or Care Certificate (essential), or equivalent demonstrated experience.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: Adult Social Care HR & OD team

Date: June 2026

Job code: FRD00126

Job score: 394

Date of evaluation: 01/07/2026