



## **JOB DESCRIPTION RAPID SUPPORT WORKER**

- RESPONSIBLE TO:** Older People Services
- GENERAL:** Rapid Support Workers work as part of a mobile care service, providing immediate assistance, to the most vulnerable members of the community as well as ongoing programmes of support.
- REQUIREMENTS:** Rapid Support Workers require the highest levels of flexibility and adaptability to meet the widest possible range of service user need. Workers require to be experienced and confident drivers who are available to work on a day shift/back shift rota. Workers will be required to use a broad spectrum of aids and equipment.

### **MAIN DUTIES AND RESPONSIBILITIES**

- To provide emergency, rapid support services as requested by social work and health services as coordinated by ILS.
- To respond to requests for service from the appropriate ILS Coordinator/Team Leader.
- To provide high level, personal, physical and emotional support to service users either on an ongoing basis or in the short term.
- To undertake household tasks as and when required.
- To assist service users with medication.
- To collect, store and prepare food for service users.
- To undertake all training necessary to meet the needs of service users in a wide variety of situations and locations.
- To maintain all necessary records and comply with communication, health & safety and all other relevant policies and procedures of ILS.
- To be made fully aware and comply with ILS procedures in the usage of company vehicles, warning lights and beacons where fitted.
- To undertake all other duties as may be reasonably required by the company in order to meet its needs or those of its service users.
- To work in accordance with the company's best practice policy and procedures to enable the rapid support service to provide a high level of support to its service users.

*ILS is an Equal Opportunities Employer, who have been recognised as a Charter Marked company, which is positive about Disabled People and an Investor in People.*