



## JOB DESCRIPTION

**Job title:** Social Care & Wellbeing Support Worker

**Service/Location:** Maryville Care Home

**Responsible to:** Home Manager / Deputy Manager

### Job Purpose:

The Social Care & Wellbeing Support Worker's role is to enhance residents' social, emotional, and psychological well-being in the care home. The post holder will provide individualised social support, particularly for residents who prefer one-to-one engagement, quiet companionship, are bedbound, or are receiving palliative care.

The role complements, but does not replace, personal care staff, focusing specifically on meaningful interaction, companionship, and social inclusion.

### Key Responsibilities:

#### Social & Emotional Support

- Provide one-to-one companionship to residents who may feel isolated, withdrawn, or prefer their own company.
- Spend time with bedbound and palliative residents, offering comfort, reassurance, and presence.
- Support residents' emotional well-being through active listening, conversation, reminiscence, and gentle engagement.
- Respect residents' choices regarding solitude, privacy, and preferred level of interaction.

#### Palliative & End-of-Life Support

- Provide compassionate companionship for residents receiving palliative or end-of-life care.
- Work sensitively with families, respecting emotional needs, privacy, dignity, and cultural beliefs.
- Liaise with care, nursing, and clinical staff to support holistic care plans.

#### Communication & Teamwork

- Work collaboratively with the care home team to ensure residents' social and emotional needs are recognised and met.
- Share relevant observations with senior staff (e.g. changes in mood, withdrawal, or engagement levels).
- Maintain professional boundaries while building trusting relationships with residents.

#### Record Keeping & Safeguarding

- Maintain brief, accurate records relating to social and emotional support as required.
- Follow all safeguarding policies and report any concerns promptly.
- Adhere to confidentiality, data protection, and care home policies at all times.

### Person Specification:

**Essential**

- A caring, patient, and compassionate approach.
- Strong interpersonal and communication skills.
- Ability to engage meaningfully with older people, including those living with dementia or serious illness.
- Sensitivity to residents’ emotional, social, and spiritual needs.
- Willingness to work with residents who are bedbound or receiving palliative care.
- Reliability, flexibility, and a respectful attitude.

**Desirable**

- Experience in a care home, health, social care, or wellbeing role.
- Knowledge of dementia care or palliative support (training can be provided).
- NVQ/QCF Level 2 or 3 in Health & Social Care, or willingness to work towards a qualification.

**Values & Expectations:**

- Commitment to dignity, choice, and person-centred care.
- Respect for diversity, equality, and inclusion.
- Uphold the care home’s values and standards at all times.

**Note**

This job description is not an exhaustive list of duties and should be viewed only as a general guide. As the duties and responsibilities of this post may change over time, this job description is subject to amendment.

Signed ..... Date ..... Post Holder

Signed.....Date ..... Service Manager