



# Bright Futures

**Support Worker (Adults)  
Job Information Pack**



# Your Bright Future Starts Here

At Bright Futures, we're a leading provider of high-quality, community-based care, support and education for children and adults with a diagnosis of autism, learning disabilities and associated complex needs.

We are outcomes-focused in everything we do. Facilitating meaningful outcomes is central to our approach, ensuring that our support and education are genuinely person-centred, purposeful and shaped around what matters most to each individual.

Here you'll join a career with purpose, one where you will be making a difference to the lives of people with autism and learning disabilities.

This pack aims to support you in your application to join our team and share what to expect from a career with us.

## Key Role Information

**Role:** Support Worker

**Salary:** £25,516 - £29,817

**Hours:** Our full-time hours are based on 37.5 hours per week completed in shift patterns. This includes some additional sleep shifts.

**Experience:** No experience is required, but many of our colleagues come to us with a passion for supporting people, often with family members who have an autism diagnosis.

**Support and Training:** We offer a comprehensive training and development offer aimed at supporting you in your role right from day one. You'll have access to a range of face-to-face training and e-learning to give you the tools and resources to thrive.



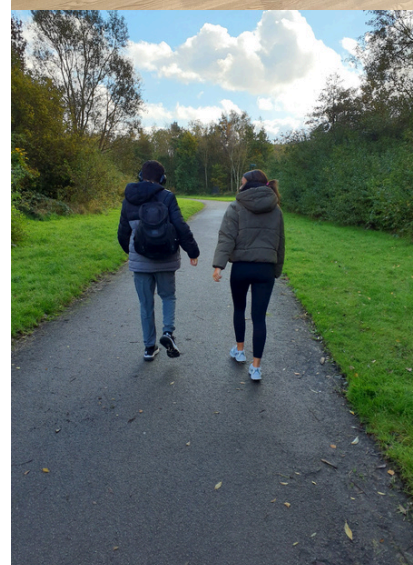
# Your Career as a Support Worker

As a Support Worker, you'll play a vital role in helping the people we support to live happy, meaningful, and fulfilling lives.

You will get to know each individual, find out their interests, and support them to achieve the small and big steps in reaching their goals and living the life they choose. Each day will be completely different, but you will be there to guide them through all of life's milestones, celebrations and challenges.

You will be a key part of their day-to-day support team, actively valuing and amplifying what matters to them, empowering their communication and independence, planning fulfilling activities. You will also keep records of their needs, support provided, and progress.

You'll do more than provide care – you'll be a mentor, advocate, and source of encouragement, helping the people you support to achieve the best outcomes.



## Hear from our people

Scan to hear from our wonderful colleagues on their career journeys and what a typical day in the life looks like.



# Support Worker Responsibilities

## What you'll be doing:

- Provide high-quality, person-centred support, always putting the needs, wishes, and feelings of the individuals we support first.
- Encourage and support participation in meaningful activities, tailored to each person's interests, goals, and care plans.
- Help individuals develop their communication skills, following guidance from therapy teams.
- Support sensory and wellbeing needs in line with personalised care plans.
- Work closely with colleagues, families, and professionals to ensure the best possible outcomes.
- Be a positive role model within the team, sharing your knowledge and supporting others to grow.
- Contribute to a warm, safe, and stimulating environment that supports emotional, social, and physical wellbeing.
- Take an active role in planning, recording, and reviewing support, ensuring accurate and high-quality documentation.
- Administer and record medication in line with policy and training.
- Follow guidance from senior team members during your shift and work collaboratively to deliver the best support.

## Why your role matters:

This isn't just a job. As a Support Worker you'll join a career with purpose, an opportunity to be part of someone's journey, to celebrate progress (big and small), and to help people feel valued, heard, and supported every day.



# Benefits and Rewards



Our people are at the heart of everything we do.

That's why we've built a benefits package that goes beyond expectations within the social care sector. We understand that when life runs smoothly outside of work, you can truly thrive.



Scan the QR code to explore the full range of benefits available to you.

## Your Benefits Package



- 6 weeks holiday per year with the opportunity to increase this to 7 weeks as part of our Enhanced Holiday Entitlement for length of service.
- Simply Health Cashback offering discounts and cashback on a range of health-related spending including the dentist, prescriptions, eye care, physio, and wellbeing.
- Access to discounts via a Blue Light Discount Card.
- Top-up your pension via our Salary Exchange Pension Scheme.
- Discounts on bike equipment as part of our Cycle to Work Scheme.
- Life Assurance Policy of 2x your salary.
- Meals provided at work.
- Bright Stars bonus scheme & Employee of the Month awards.
- Care Friends referral rewards up to £2,000.
- Bright Stars Employee of the Month bonus.
- Access to our training and development platform to enhance your skills, uplift your learning, and empower you to thrive.



# Supporting Your Interview Journey

At Bright Futures, we don't just recruit for skills – we recruit for shared values. Everything we do is guided by our values, they are what put the 'Bright' in Bright Futures.

We're not looking for "perfect" answers. We're looking for real experiences, honest reflections and a genuine commitment to our purpose.

## What is a competency-based interview?

It's a conversation about your experiences. We'll ask you to share examples of times when you've demonstrated skills or behaviours that matter in the role you're applying for.

This approach helps us understand:

- How you work with others
- How you respond to challenges
- How you make decisions
- How you support and influence those around you

Most importantly, it helps us see how you bring our values to life in everyday situations.

## How to prepare

A little preparation can help you feel confident and ready to share your experiences.

Before your interview:

- Review the job description and advert carefully
- Think about examples from your recent experience (ideally within the last 12-18 months)
- Reflect on how your examples demonstrate our values and behaviours





## What competencies we focus on

Depending on the role, we may explore areas such as:

- Teamwork
- Decision making
- Communication
- Leadership
- Resilience and tenacity
- Problem solving
- Planning and organisation
- Influencing and negotiating
- Quality focus

These aren't just "skills" – they're the behaviours that help us provide safe, high-quality support and specialist education.

## What kind of questions will I be asked?

You may be asked something like:

*"Can you tell us about a time you worked as part of a team to achieve a positive outcome?"*

When answering, take us through:

- What the situation was
- The part you played
- What actions you took
- What the outcome was
- What you learned

We're especially interested in your contribution and your reflection – what it meant, what impact it had, and how it connects to the role you're applying for.

## Structuring your answers: The STAR method

A helpful way to structure your responses is the STAR approach:

**S**

**Situation**

Set the scene.  
What was happening

**T**

**Task**

What were you  
responsible for?

**A**

**Action**

What did you do? How  
did you approach it?

**R**

**Result**

What was the  
outcome? What did  
you achieve or learn?



# Training and Development Pathways

Build a career you're proud of.


Whether you're new to social care or a role as a support worker, or you have experience and are looking to progress or for a new challenge, we'll support you to share a career that grows with you.

We'll set you up for success right from day one. Our strong induction programme leads on to our dedicated learning and development pathways

If you're looking for more than just a job - here you'll find a career with purpose, progression, and a shared commitment to making a difference.

## Your Training and Development Pathway





Got a question?  
Get in touch

Email: [Recruitment@brightfuturescare.co.uk](mailto:Recruitment@brightfuturescare.co.uk)

Tel: 01925 759 162

Careers Page: [www.brightfuturescare.co.uk/careers](http://www.brightfuturescare.co.uk/careers)