



**Creative Support Ltd, Head Office**

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## Female Team Leader

**Reference: 81295**

**Supported Living Service, Wandsworth**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however, we cannot accept a CV as a completed application.

**Closing Date: 04 February 2025**

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

If you have any enquiries about the role, please do not hesitate to contact Darius Riley, Area Manager on 07989 716 922 or email him on [darius.riley@creativesupport.co.uk](mailto:darius.riley@creativesupport.co.uk)

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**

**All candidates are subjected to enhanced DBS checks.**



## **JOB DESCRIPTION - TEAM LEADER**

### **Supported Living Service, Wandsworth**

**Hours:** Full-time (37.5 hours per week) to be worked flexibly according to a rota and to include evenings, weekends, public holidays and sleep-in shifts in line with the needs of the service.

**Your work will be a mixture of doing shifts on the rota and management days and you will be required to work across the entire week, including some evenings and occasional weekends.**

**Responsible to:** Area Manager / Locality Manager

#### **Description of service:**

Endlesham Road is a service for 5 female clients with learning disabilities who are supported by a long standing staff team. Clients receive support in managing health conditions such as epilepsy and, where needed, with PEG assistance. This service provides a warm, welcoming environment, where a dedicated and compassionate staff team works together to create a safe and nurturing space for residents. With a person-centred approach, care is tailored to each individual's needs, ensuring the delivery of safe, high-quality support that promotes a fulfilling and enriched quality of life. The service is a short walk from Balham Station and accessible via buses.

#### **Summary of Role:**

- To take responsibility under direction of the Registered Manager and Locality Manager for the delivery of a bespoke service, tailored to meet the needs of 5 adults with complex needs including learning disabilities, physical disabilities, mental health needs and autism.
- Ensure the service meets all CQC and Creative Support Quality Requirements, aiming to achieve Outstanding.
- To co-ordinate the service ensuring all support delivered is tailored to the individual needs of each service user, is creative and inspiring, enabling individuals to achieve the highest quality of life possible and personalised outcomes.
- To ensure that all risk management plans are understood and adhered to at all times and by all staff.
- To ensure all documentary evidence of support is recorded to the highest standard, evidencing excellent assessment, risk assessment and risk management, analysis and support planning skills.
- Responsibilities include ensuring the delivery of person-centred care while actively prioritising the clients' quality of life, which involves managing health needs, supporting family relationships, and engaging individuals in meaningful activities.
- To have responsibility for the operational management and quality of the service, working in close partnership with the rest of the senior team and a wide range of other professionals

and other stakeholders. To ensure that the service is provided in a flexible and empowering way to meet the needs of individual service users and that the highest level of customer service is provided.

- To maintain excellent records of the service delivery, such as service user records, rotas, timesheets, and delivered hours via both paper based and electronic systems.
- To carry out referral assessments, support and accommodation profiles, staff matching and transition plans for new service users.
- To provide regular written feedback to your line manager including preparing Contract Monitoring Reports.

### **Staff Management:**

- 1** To lead and manage staff to ensure the highest levels of performance and standards of work are achieved.
- 2** To co-ordinate and deploy a large staff team as efficiently as possible in relation to the needs of clients and the requirements of the service, utilizing an electronic rota system as required
- 3** To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.
- 4** To ensure that all staff receive personal support, supervision and appraisals. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
- 5** To ensure staff are debriefed following all behavioral incidents and feedback any learning into practice.
- 6** To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities. To work with the training officer and health professionals to arrange training relevant to meeting the needs of the service and ensuring the safe delivery of care.
- 7** To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.
- 8** To organise and chair monthly staff meetings.
- 9** To ensure the team has a good understanding of issues faced by people with complex needs and a learning disability such as mental health and physical health needs.
- 10** To promote and nurture good practice and to brief staff regarding policy and practice issues. To ensure effective internal communication at all times.
- 11** To organise and participate in the recruitment and selection of staff and volunteers.

### **Care and Support:**

- 12** To liaise closely with other professionals to carry out full assessments of service users referred and working collaboratively with Care Coordinators and specialist services.
- 13** To ensure that all service users have Assessments and Risk Assessments that are regularly monitored and reviewed, ensuring these are live changing documents providing excellent guidance to staff.
- 14** To ensure all service users have Individual Tailored Support Plans which record goals and aspirations and which are reviewed regularly.
- 15** To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available as well as from resources available within the project.
- 16** To ensure that service users are offered opportunities to maintain existing skills and that staff work in ways that promote and maximise independence.
- 17** To ensure that staff respect and promote the rights and entitlements of people with learning disabilities, and enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.
- 18** To ensure that the service supports service users in developing socially valued lifestyles which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 19** To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preferences.
- 20** To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 21** To coach staff in the use of appropriate strategies and interventions, as specified by the Person Centred Plan, to support people who express their frustrations and needs through challenging behaviour. To act as an appropriate role model with regard to issues around authority, personal conflict and responsibility.
- 22** To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 23** To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor and the local authority.

- 24** To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 25** To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 26** To ensure that staff carry out and record all financial transactions involving service users within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.
- 27** To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.
- 28** To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
- 29** To ensure that all service users have Individual Support Plans which are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co worker and to act as the nominated key worker as appropriate.
- 30** To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the project. To ensure that all service users are effectively linked into Care Management mechanisms and have identified statutory Social Workers where possible.

#### **Project Management and Administration:**

- 31** Following the direction of the Locality Manager and Area Manager, evidence accountability for the overall quality of the Project and ensure that it conforms at all times with the service specification and the quality standards and expectations of Creative Support purchasers and stakeholders.
- 32** To have a good knowledge of the variety of local resources and multi-disciplinary teams.
- 33** To ensure effective joint working with partner agencies and the achievement of agreed service objectives. To ensure that each agency performs its separate responsibilities and that excellent communications are maintained.
- 34** To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To record and investigate accidents and incidents within the Project and to take appropriate follow-up action.
- 35** To encourage customer feedback and suggestions for improving services and to promote a positive attitude to complaints. To ensure that complaints are fully investigated within the

agreed procedures of Creative Support and that timely and appropriate action is carried out. To ensure that the individual rights of service users are respected by staff and that service users are offered access to sources of independent advocacy and advice.

- 36** To maintain effective administrative procedures and financial control systems in liaison with Line Manager, Director and Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures*' and to monitor carefully all financial arrangements and transactions.
- 37** To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute in the formal review of the service at regular intervals. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality assurance measures are implemented.
- 38** To assist the Locality manager, Area Manager and Service Director in the management of the project budget and to liaise with Creative Supports' Financial Controller. To ensure that project accounting, petty cash and basic book-keeping procedures are maintained to the required standards.

#### **Joint Working:**

- 39** To establish and maintain good working relationships with all professionals and services in the relevant area.
- 40** To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.
- 41** To facilitate the involvement of service users, carers and representatives in the management and development of the service.
- 42** To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.

#### **Other:**

- 43** To provide regular verbal and written reports to the Locality Manager and Area Manager
- 44** To accept regular support and supervision from the line manager.
- 45** To carry out all work in a manner consistent with the aims of the project and the service principles of Creative Support.
- 46** To comply with and to implement the Equal Opportunities Policy of Creative Support.
- 47** To maintain confidentiality at all times in accordance with the agreed policy.
- 48** To identify own training needs in discussion with the line manager and to attend training events and courses as required.
- 49** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

**50** Any other duties as required.

**PERSON SPECIFICATION – TEAM LEADER**

**Supported Living Service, Wandsworth**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential / Desirable</b>
<b>1</b>	At least one years' experience of supervising staff or managing services, working with individuals with learning disabilities / Support Needs.	Application & Interview	Essential
<b>2</b>	At least two years' experience of working with people with learning disabilities / Support Needs.	Application & Interview	Essential
<b>3</b>	Experience of consulting with users and responding to their views in service development and delivery.	Application & Interview	Essential
<b>4</b>	Experience of developing new projects/initiatives in partnership with others.	Application Form	Desirable
<b>5</b>	Experience of preparing and managing budgets keeping simple accounts.	Application & Interview	Desirable
<b>6</b>	Experience of networking and liaising with a wide range of agencies.	Application & Interview	Essential
<b>7</b>	Experience of organizing and prioritising own work.	Application & Interview	Essential
<b>8</b>	Experience of evaluating, monitoring and reviewing services.	Application & Interview	Essential
<b>9</b>	Experience of staff recruitment and selection and knowledge of equal opportunities aspects.	Interview	Desirable
<b>10</b>	Possession of Social Work Qualification, RMN, or equivalent professional qualification/Degree or Diploma.	Application	Essential
<b>11</b>	Practice Teacher Award/NVQ Assessor Award (D32/D33)	Application	Desirable
<b>12</b>	Excellent verbal communication and interpersonal skills and the ability to listen sensitively to others.	Interview	Essential
<b>13</b>	Excellent written communication and report writing skills.	Application	Essential
<b>14</b>	Excellent Assessment, Risk Assessment, Risk Management skills.	Application & Interview	Essential
<b>15</b>	Ability to analyse incidents, behavior and implement learning and changes to practice.	Application & Interview	Essential
<b>16</b>	Ability to reflect and deal with conflict and strong emotions.	Interview	Essential
<b>17</b>	Ability to be adaptable and to solve problems creatively.	Interview	Essential
<b>18</b>	Ability to negotiate with individuals and groups from all backgrounds.	Interview	Essential
<b>19</b>	Basic numeracy skills.	Interview	Essential
<b>20</b>	Ability to facilitate and mediate within groups.	Interview	Essential
<b>21</b>	Ability to motivate and provide leadership to the staff team to secure high standards of performance from all staff.	Interview	Essential



<b>22</b>	Ability to work in a confident and assertive manner.	Interview	Essential
<b>23</b>	Ability to devise effective individual care plans in conjunction with service users and other agencies.	Interview	Essential
<b>24</b>	Ability to supervise staff effectively ensuring full accountability to the agency.	Interview	Essential
<b>25</b>	Experience of networking and liaising with a wide range of agencies.	Application & Interview	Essential
<b>26</b>	Ability to put into practice the aims and principles of Creative Support in a meaningful way.	Application & Interview	Essential
<b>27</b>	Ability to develop and implement the Equal Opportunities Policy of Creative Support.	Interview	Essential
<b>28</b>	Ability to offer appropriate support to people under stress.	Interview	Essential
<b>29</b>	Knowledge of the range of community care, mental health and forensic sciences.	Interview	Essential
<b>30</b>	Awareness of current approaches and good practice in the provision of community based services to people with complex needs.	Application & Interview	Essential
<b>31</b>	Understanding of the different factors and processes which ensure a high quality service.	Interview & Exercise	Essential
<b>32</b>	Basic Knowledge of welfare benefits.	Application Form	Essential
<b>33</b>	Demonstrable understanding of the range of issues experienced by people with complex needs and knowledge of a range of interventions.	Interview	Essential
<b>34</b>	A high degree of customer focus.	Interview	Essential
<b>35</b>	A hardworking and resourceful approach to work	Interview	Essential
<b>36</b>	Willingness to work flexible hours according to the needs of the service.	Interview	Essential
<b>37</b>	Willingness to attend training courses and events.	Interview	Essential
<b>38</b>	Willingness to participate in regular supervision with the line manager.	Interview	Essential

## **TERMS AND CONDITIONS – TEAM LEADER**

### **Supported Living Service, Wandsworth**

#### **Salary:**

**Point 1: £27,807 (£14.26/hour)**

**Point 2: £28,880 (£14.81/hour)**

#### **Hours of Work:**

37.5 hours per week including weekends and public holidays according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid.

#### **Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

#### **Level 2 and/or Level 3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

#### **Birthday Holiday Bonus:**

You are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

#### **Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### **Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

#### **Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

#### **Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.

- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

#### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

#### **Life Assurance:**

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

#### **Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

#### **Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

#### **Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

#### **Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

#### **Achieve Q Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

#### **Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

#### **Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.