



Creative Support Ltd

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Team Leader

Reference: 71911

Wigan Complex MH Supported Accommodation Services

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: 12 June 2025

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

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

Yours Faithfully

Recruitment Department

All applicants are subject to enhanced DBS checks.



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JOB DESCRIPTION – TEAM LEADER

Wigan Complex MH Supported Accommodation Services

Hours: Full-Time hours - 37.5 hours per week (7.5 hours of administrative related work and 30 hours of on-shift work in which you will have to be flexible with the working hours including weekends and sleeps)

Responsible To: Senior Service Manager, Deputy Manager

The Role:

- To directly lead the team and be responsible for the line management of team members
- To operate as a Team Leader across different streams of support and ensure effective running of services with the support of other senior staff.
- To undertake within your duties direct support to service users.
- To provide person-centred care and support to enable people with mental health needs to live as independently as possible and be part of their community.
- To engage with service users and build trusting therapeutic relationships.
- To undertake assessments of new referrals and ensure robust review processes for those who use the services
- To work closely with other professionals and agencies to provide a coordinated personalised service, which meets the identified needs of individuals, promotes their recovery and maintains their quality of life.
- To deputise for the Mental Health Manager in relevant work areas when required. To provide staff supervision and management, undertaking initial assessments and liaising with other professionals and agencies.

Main Duties

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self-esteem, happiness and emotional health of service users.
3. To respect the person's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision-making processes.
5. To respect and promote the rights and entitlements of people with mental health, and to enable them to participate as fully as possible in their communities.
6. To be responsive to the individual needs of service users within the framework of their outcomes focused support plans and to respond flexibly to changing needs.
7. To enable service users to maintain as much independence as possible and to grow in confidence, competence and personal effectiveness in the following areas:

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- Social skills/relationships
 - Personal care & hygiene
 - Daily living skills
 - Using community resources and facilities
 - Social, leisure and work activities
 - Self-organisation and coping abilities
 - Personal safety
 - Mental Health Management
8. To support people as specified by their statutory support and risk plans and develop outcome focused support plans.
 9. To monitor, review and evaluate individual protocols in line with the outcome focused support plan.
 10. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.
 11. To support service users in developing a socially valued lifestyle 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.
 12. To enable service users to access development opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
 13. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
 14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager is informed promptly.
 15. To follow Health and Safety guidelines carefully and to alert the Service Manager and relevant organisation departments immediately of any concerns in relation to Health and Safety issues.
 16. To contribute to service delivery records and individual case files.
 17. To carry out and record all financial transactions involving service users within agency guidelines.
 18. To carry out general administrative duties, housing management tasks and services as required.
 19. To contribute to service users' reviews, through the provision of verbal and written reports and by attending placement review, support planning and needs assessment review meetings.

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20. To support service users in all aspects of housing related support, including maintaining the home, accessing benefits

Team Leader Duties

21. To offer informal and formal support and supervision to frontline staff, relief staff, students and volunteers as appropriate, under the direction of the Service Manager.
22. To take part in team meetings and promoting positive team dynamics and reflective practice in your locality team.
23. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
24. To ensure timesheets for staff are authorised and processed in line with the organisations payroll system.
23. To plan ahead to meet the needs of service users as identified by their outcome focused support plan by:
- Co-ordinating and deploying staff time in such a way as to ensure that service users' needs are met and all agreed activities are carried out
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
24. To devise service rota's in accordance with agreed staffing requirements, commissioned hours and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.
25. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.
26. To respond positively and quickly to any complaints or feedback from customers, relatives or other agencies.
27. To take particular responsibility for aspects of health and safety in the local office.
28. To attend assessments, reviews and referrals with families, other agencies and service users
29. To ensure Out of hours support services are provided with relevant information about the service users and tenants within the services where this need is identified.
30. To take a role in the on call system on a rota basis providing out of hours advice and support to front line workers.

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- 31. To attend service wide managers meetings and take a role in ensuring the quality of the whole contract is improved and enhanced. This may involve taking a lead in a practice area such as referrals, person centred working, social inclusion etc.
- 32. Take a lead in the completion and delivery of quarterly and annual monitoring of the service ensuring contract compliance including social values.

Other

- 28. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 29. To provide regular verbal and written reports to colleagues.
- 30. To accept support, supervision and guidance from senior colleagues.
- 31. To carry out all work in a manner consistent with the aims of the service and the principles adopted by Creative Support.
- 32. To comply with and to implement the Equal Opportunities Policy.
- 33. To maintain confidentiality at all times, in accordance with the agreed policy.
- 34. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.
- 35. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 36. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 37. To take on the role of shift co-ordinator when required.
- 38. Any other duties required.

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	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with mental health needs and co-existing needs.	Interview	Essential
5	Good written communication skills	Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
11	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12	Ability to provide emotional and practical support to service users	Interview	Essential
13	A non-judgmental, accepting approach to working with people who may lead chaotic lives and the ability to cope in a mature way with conflict	Application & Interview	Essential
14	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
15	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
16	Ability to support and supervise junior staff and provide on the job coaching	Interview	Essential
17	Knowledge of helpful approaches, strategies and interventions in working with people with mental health needs and or/autism	Application & Interview	Essential
18	Ability to use a range of helpful communicative techniques	Application & Interview	Desirable
19	The ability to serve as a professional role model to colleagues	Interview	Essential

20	The ability to supervise junior staff and to deputise for the Service Manager	Application & Interview	Essential
21	IT skills and ability to produce attractive documents	Interview	Desirable
22	Minimum of 2 years experience of supporting people with mental health needs	Application Form	Essential
23	Proven experience of supporting people in the mental health field and an understanding of related illness/health conditions in the community	Application & Interview	Essential
24	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
25	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
26	Good standard of general education up to degree level	Application Form	Desirable
27	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
28	Willingness to attend training courses and events	Interview	Essential
29	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
30	Willingness to take part in the out of hours on-call rota (an additional payment is awarded)	Interview	Essential

TERMS AND CONDITIONS –ACTING TEAM LEADER
Wigan Complex MH Supported Accommodation Services

Salary:	Up to £14.01 per hour	
	Point One:	£13.81 per hour
	Point Two:	£14.01 per hour
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

Full-Time hours - 37.5 hours per week (7.5 hours of administrative related work and 30 hours of onshift work in which you will have to be flexible with the working hours).

Sleep-ins:

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

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. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

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 twenty-four months service - Up to a maximum of four weeks at full pay.

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- Twenty-four 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.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

WeCare Staff Awards:

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

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

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.

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Retirement Awards:

£100.00 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 had 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 provided will be depended 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 business 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.

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