

**Creative Support Ltd, Head Office**

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Team Leader**Reference: 85224****Waterloo Supported Living Service**

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: 26 December 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

Please note that all employees are required to complete an enhanced DBS check.



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JOB DESCRIPTION – TEAM LEADER

Waterloo Supported Living Service

Hours: 37.5 hours per week (flexible: to be worked according to a rota and to include evenings, weekends and public holidays according to the needs of the service).

Responsible to: Service Manager, Area Manager, Service Director and other senior colleagues

The Role:

To have responsibility for the operational management and overall quality of the service, working in close partnership with purchasers and other stakeholders. To ensure that the service is provided in a flexible and empowering way to meet the needs of individual service users with mental health needs, learning disabilities and/or Autistic Spectrum Disorders, ensuring that the highest level of customer service is provided.

Main responsibilities:

1. To lead and manage staff so as to ensure the highest levels of performance and standards of work are achieved.
2. To co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of service users and the requirements of the service including ensuring robust rota planning and management procedures are in place at all times.
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 appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
5. 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.
6. To ensure that staff understand and are committed to the values and objectives of the services and Creative Support.
7. To organise and chair team meetings.
8. To promote and nurture good practice and to brief staff regarding policy and practice issues. To ensure effective internal communication at all times.
9. To organise and participate in the recruitment and selection of staff and volunteers, under the direction of the Service Manager.

Care and Support Duties:

1. To notify relevant agencies of any vacancies within the services, and to seek appropriate referrals so as to minimise voids and make the best use of the service. To carry out full assessments of service users referred.

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2. To ensure that all service users have Individual Support Plans, Risk Assessments and Robust Risk Management Plans which are regularly reviewed and updated. To monitor the content and implementation of plans. To ensure that the service provided is appropriate and responsive to the needs and preferences of service users. To ensure this is reflected within Individual Support Plans and Risk Management plans and that such information is communicated to all workers.
3. 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 Organisation.
4. To ensure that service users are offered opportunities for self-development and enhanced independence, and that appropriate accommodation is secured for individuals who wish to move on from the service.
5. To promote anti discriminatory practice and to ensure that the services are responsive to needs/wishes of individuals from ethnic minority backgrounds.
6. To work in a recovery focused and person centred way and to promote this way of working within the staff team.

Service Management and Supervision:

1. To be accountable for the overall quality of the service and to ensure that it conforms at all times with the service specification and the quality standards and expectations of Creative Support purchasers and stakeholders.
2. 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.
3. To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, service users and visitors. To promote a high standard of health and safety awareness. To record and investigate accidents and incidents within the service and to take appropriate follow-up action.
4. 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.
5. To maintain effective administrative procedures and financial control systems in liaison with the Service manager and the 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.
6. To help develop and participate in monitoring and evaluation procedures.

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7. To prepare for and contribute in the formal review of the service at regular intervals. To collect and collate relevant statistical and qualitative information.
8. To assist the Service Manager in the management of the services budget and to liaise with Creative Support's Financial Controller. To ensure that voids are kept to the lowest possible level and that income collection is maximised. To ensure that services accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
9. To ensure that the accommodation and general physical environment is kept to a high standard and that all areas are attractive, clean and well maintained. To ensure that necessary repairs are promptly reported and that housing services are efficiently and effectively carried out in liaison with Housing Officers.

Joint Working

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

Other

1. To provide regular verbal and written reports to line manager.
2. To accept regular support and supervision from line manager.
3. To carry out all work in a manner consistent with the aims of the project and the service principles of Creative Support.
4. To comply with and to implement the Equal Opportunities Policy of Creative Support.
5. To maintain confidentiality at all times, in accordance with the agreed policy.
6. To identify own training needs in discussion with line manager and to attend training events and courses as required.
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
8. To actively be involved with new referrals for services
9. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities.

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- 10.** In accordance with the Health and Social Care Act 2012, to actively participate in the prevention and control of infection within the capacity of the role.
- 11.** Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Local Authority safeguarding policies and procedures and report safeguarding concerns immediately to the Council, Service Manager, Area Manager, Service Director, and the Duty/On Call Manager.
- 12.** Any other duties as required.

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PERSON SPECIFICATION – TEAM LEADER

Waterloo Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to demonstrate significant understanding of the needs of people with mental health needs, learning disabilities and/or Autistic Spectrum Disorders and to be familiar with current views of good practice	Application & Interview	Essential
4	Excellent written communication skills	Application	Essential
5	Ability to lead others and to work constructively as part of a team	Interview	Essential
6	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	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
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
10	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Essential
11	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
12	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
13	The ability to serve as a professional role model to colleagues	Interview	Essential
14	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment. Ability to devise effective individual care plans and risk management plans	Interview	Essential
15	Minimum of 2 years' experience of managing/supervising staff teams	Application & Interview	Essential
16	Minimum Level 3 qualification in Health and Social Care and willingness to complete Level 5 qualification in this area.	Application & Interview	Essential
17	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends	Interview	Essential
18	Willingness to be part of the local on call service on a rota	Application & Interview	Essential
19	A clean driving license and ownership of a car or willingness to acquire a car and willingness to use the car for business purposes	Application	Essential

TERMS AND CONDITIONS – TEAM LEADER

Waterloo Supported Living Service

Salary:	Up to £14.30 per hour
	Point One – £14.20 per hour
	Point Two – £14.30 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>	

Above rate effective from 01 January 2026.

Hours of Work:

37.5 per week to be worked flexibly on a rota which will includes, evenings, weekends and public holidays according to the needs of the service.

Banks 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.

Holidays:

20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

After two year continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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.

Development Pathway:

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

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The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Support's strategic plan

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.

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.
- 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:

Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of 2x annual salary. Participation in this scheme is subject to the rules of the scheme which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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:

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

Annual Rail Ticket:

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

Payroll Giving:

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

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 organization, if there have been at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable to your service, a uniform will be provided. The amount of uniforms provided will depend on your hours worked.

Company mobile phone and laptop:

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

Travel Expenses:

These will be paid in accordance with the organisation's 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

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use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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.

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