



**Creative Support Ltd**  
 Head Office  
 Wellington House  
 Stockport  
 SK1 3TS

Tel: 0161 236 0829  
 Fax: 0161 237 5126  
 recruitment@creativesupport.co.uk  
 www.creativesupport.co.uk

## Team Leader

**Reference: 88211**

### Bedford Mental Health 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: 13 March 2026

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**



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## **JOB DESCRIPTION - TEAM LEADER**

### **Bedford Mental Health Services**

**Hours:** 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service.

**Responsible to:** Senior Operations Manager, Service Director and other senior colleagues

**The Role:** You will be based at our newly developed service in Bedford. The service offers support services to adults with mental health needs and other additional needs. You will lead a team to deliver a high quality, responsive, and individualised service that enables people to live the life they want in the community.

#### **1. Care and Support of People we Support**

- 1.1 Ensure that staff develop and sustain warm, trusting relationships with people we support and that staff promote their self-esteem, happiness and emotional health.
- 1.2 Ensure that staff encourage and support individuals in expressing needs, views and concerns.
- 1.3 Ensure that the service supports service users in developing socially valued lifestyles and meaningful community engagement
- 1.4 Ensure that service users are enabled to gain independence, confidence and competence. Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 1.5 Ensure that service users receive advice, care and regular health checks to maintain their physical and emotional wellbeing. Promote nutrition, relaxation, exercise & healthy lifestyles.
- 1.6 Support medication compliance for individuals as prescribed.
- 1.7 Observe and monitor emotional and physical wellbeing and inform relevant staff and agencies of concerns or significant changes in their needs, behaviour and circumstances.
- 1.8 Ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.9 Ensure that staff conduct and record financial transactions involving individuals we support within agency guidelines. Ensure that individuals are enabled to be as independent as possible in management of personal finances. Ensure that they obtain their full benefit entitlement and are given advice and assistance regarding budgeting, payment of bills and avoidance of debt.
- 1.10 Promote anti discriminatory and inclusive practices and activities/events
- 1.11 Ensure that all individuals have an identified a keyworker/co-worker
- 1.12 Ensure that individuals additional needs are fully identified, assessed and responded to as appropriate.
- 1.13 Ensure that individuals have regularly reviewed and evaluated support plans, risk assessments, and other relevant documentation. Monitor content, implementation and effectiveness of plans.

#### **2. Staff Management**

- 2.1 Lead staff to ensure the highest levels of performance and standards of work are achieved.
- 2.2 Plan to meet the needs of individuals at the service (following Support Plans) by co-ordinating and deploying staff time to ensure effective use of skills resources (responding to leave, training and sickness

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- 2.3 Generate and maintain a customer focused ethos at all times and ensure excellent working relationships with the multi-disciplinary team.
- 2.4 Ensure that staff receive personal support, supervision and appraisal.
- 2.5 Take appropriate supportive and corrective action (with support from HR) to ensure that performance difficulties are addressed effectively.
- 2.6 Ensure that staff training and development needs are identified and met.
- 2.7 Coach, train and supervise students on placements as required
- 2.8 Organise and chair team meetings, ensuring an open, collaborative and supportive culture
- 2.9 Promote and nurture best practice and brief staff regarding wider policy and practice issues.
- 2.10 Participate in recruitment and selection of staff, under direction of the Senior Management Team

### 3. Project Management and Administration

- 3.1 Be accountable for the quality of the service and to ensure that it meets required quality standards and requirements of Creative Support, Social Services Department, and other stakeholders.
- 3.2 Promote effective joint working & communication with partner agencies.
- 3.3 Ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors.
- 3.4 Promote health and safety awareness.
- 3.5 Assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.
- 3.6 Encourage customer feedback/suggestions and promote a positive attitude to complaints.
- 3.7 Ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.
- 3.8 Maintain effective administrative procedures and financial control systems in liaison with Service Manager and the Finance Department. Ensure that matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy 'Client Financial Procedures' and monitor carefully all financial arrangements and transactions.
- 3.9 Ensure that voids are kept to the lowest possible level with effective working with professionals and internal teams to ensure unit readiness and appropriate referral, assessment & allocation processes

### 4. General Duties

- 4.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 4.2 Accept support, supervision and guidance from senior colleagues.
- 4.3 Identify own training needs with line manager and attend training events and courses.
- 4.4 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 4.5 Ensure that you and other staff, volunteers and students on placement comply with the following:
  - Health and Safety policies and Equal Opportunities Policy
  - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
  - Confidentiality and data protection
  - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
  - All Creative Support policies, procedures and guidelines for best practice

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- 4.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.
- 4.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.
- 4.8 Take on the role of shift co-ordinator when required.
- 4.9 Any other duties as required.

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## PERSON SPECIFICATION – TEAM LEADER

### Bedford Mental Health Services

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	At least two years' experience of supporting people with mental health needs	Application Form	Essential
<b>2</b>	Experience of staff supervision and management	Application & Interview	Essential
<b>3</b>	Develop warm, trusting relationships with people supported and a person-centred approach	Interview	Essential
<b>4</b>	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>5</b>	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
<b>6</b>	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
<b>7</b>	Knowledge of helpful approaches, strategies and interventions in working with people with mental health needs	Application & Interview	Essential
<b>8</b>	Undertake support planning meetings and risk assessments to create tailored, appropriate documentation	Interview	Essential
<b>9</b>	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
<b>10</b>	Familiarity with current government policy, CQC guidance and accepted good practice in the provision of mental health services	Application & Interview	Essential
<b>11</b>	Promote anti-discriminatory practice at the service	Application & Interview	Essential
<b>12</b>	Willingness to work flexible hours according to needs of the agency and service users	Interview	Essential

## TERMS AND CONDITIONS – TEAM LEADER

### Bedford Mental Health Services

<b>Salary:</b>	<b>Up to £14.30 per hour depending on experience and qualifications</b>	
	<b>Point Two:</b>	£14.20 per hour
	<b>Point Three:</b>	£14.30 per hour
<b>Please Note:</b> <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 are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

#### Disclosure Check:

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

#### Holidays:

25 days plus 8 statutory days pro rata.

#### 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:

All employees 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.

#### Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 16 hours per week.

#### Probationary Period:

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

#### Probationary Period 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

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£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 does not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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:**

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

#### **On-Call Rota:**

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

#### **Discretionary Benefits:**

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

#### **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.

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**Payroll Giving:**

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

**WeCare 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 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.

**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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