



**Creative Support Ltd, Head Office**

Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS

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

**Team leader**

**Reference: 85707**

**North East Lincolnshire Housing Related Floating Support 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: 22 May 2026**

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.

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

Yours faithfully

**Recruitment Department**

**All candidates are subjected to DBS checks**



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## JOB DESCRIPTION – TEAM LEADER

### North East Lincolnshire Housing Related Floating Support Service

**Accountable to:** Operations Manager

#### The Role:

This is an exciting opportunity to support our Operations Manager to oversee our established Housing Related Support service. The service provides flexible and bespoke, outcome-focused support packages to vulnerable single people, couples and families and expectant mothers over the age of sixteen to maintain their accommodation independently or who require HRS to access accommodation. The service offers support for up to 24 months, is fast paced and outcome focussed. It also provides support to around 40 adults with low level learning difficulties in their own homes over a longer period of time.

You will offer support to the Operations Manager to line manage a staff team to ensure that they are working to meet service user goals and aspirations. You will also undertake a range of holistic assessments. You will work in a strengths based way to understand service user needs, and risk, creating support plans and accurate records on our ECCO system. You will build warm and trusting relationships with commissioners of various services, ensuring they receive accurate and timely information.

You will support with case load management You will support the administrator to keep accurate records of start and end dates and reasons and working with our finance team to ensure accurate invoicing at all times. You will work closely with North East Lincolnshire Council and FOCUS (Adult Social care). You will attend Multi Agency Meetings and service user reviews to support staff.

You will complete service audits and quality checks across all areas of delivery, working on areas for improvement, working on our ECCO system.

You will work in a person centered and flexible way to ensure that all staff meet the aspirations of those people accessing the service. You will ensure the delivery of integrated interventions along their pathways to independence and recovery. The service is expected to support people with wide-ranging vulnerabilities and support needs, which may include a need for accommodation. You will also work within a trauma informed environment, understanding how to maximise the support you and your colleagues give to individuals. You will ensure we support individuals to

- Budget and pay their bills
- Build on existing skills and interest and develop new ones, including education and training
- Maintain their home or move
- Manage their health and well being by attending appointments and reporting concerns
- Enjoying a range of activities in the community
- Work with a range of partner agencies such as drug and alcohol services, social and private landlords, Adult Safeguarding teams, Probation Services, community policing, MIND, Navigo, The Job Centre Plus, local education providers etc.
- Build relationships with those in their network of support

This role is predominantly during the working week and 9am to 5pm. The role will enable you to build valuable skills working with a range of adults in the community.

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## **Main Duties**

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To build warm and trusting relationships with commissioners of our services.
3. Manage the referrals into the service, booking assessments in a timely manner.
4. Undertaking assessments with a range of service users, and then producing detailed and accurate strengths based support plans and risk assessments.
5. Maintain a caseload of service users.
6. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
7. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans.
8. Prepare accurate reports for commissioners in a timely manner
9. Oversee quality of service delivery, ensuring service users are seen when required, and that their support is goal focused and timely.
10. To ensure referrals are managed in a timely way, uploaded and assessed within our service KPI.
11. Work to promote the service locally with a range of stakeholders.
12. Seek feedback of service users, stakeholders and families and lead on any required service improvements.
13. To ensure we flexible HRS within North East Lincolnshire for vulnerable single people, couples and families, including expectant mothers over the age of sixteen to enable people to access and maintain their own accommodation with a view to living independently.
14. Enable vulnerable people to build on their existing assets, develop and acquire the new skills and confidence needed to live independently in the community and maintain their future accommodation, reducing reliance on statutory services.
15. To work in a non judgemental way, recognising that vulnerable people can 'make mistakes' without automatically losing their accommodation.
16. To provide flexible support to vulnerable people in the community, ensuring they are supported with sustainable solutions to live their lives well.
17. To work in conjunction with the Authorities Homelessness Prevention Service and other statutory services, to demonstrate a proactive approach to prevention and relief of homelessness and a positive exit from the HRS service.

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18. To reflect different lifestyles and maximise people's abilities and skills through asset focused support planning.
19. To operate within a Psychological and Trauma Informed Care environment (or equivalent), wherein the thinking, emotions, personalities, and past experiences of the people using the service are considered and fully understood in order to work more creatively and constructively with them.
20. To work in partnership with other agencies (i.e. health, substance misuse, mental health, education, employment and training services) to ensure that the client has maximum opportunities to promote their potential and ensure that these opportunities are promoted and encouraged to the client.
21. To attend and participate in relevant meetings and reviews as required by the needs of the service user and as requested by the service user themselves as appropriate.
22. To develop service users' social skills and behaviour management and encourage them to take part in community activities, volunteering and any other activity that supports their transition to independence.
23. To provide advice, advocacy and liaison as required which may include, but not exclusive to, support for gaining a tenancy, attending Authority, other agency or local community meetings.
24. To provide help and advice on money management, organising finances and making benefit claims, this can be done by referral through other organisations.
25. To provide help and advice regarding personal safety and security.
26. Where appropriate, to provide practical advice and support regarding repair work/home improvement.
27. To broaden awareness and assist in establishing social contact and activities for those you support.
28. To provide psychologically informed environments in which to deliver support.
29. To incorporate the needs of the whole household in the support plan.
30. To provide support and guidance to reinforce boundaries of acceptable behaviour and enable them to deal with negative behaviour in a positive way and encourage positive behaviour patterns.
31. Ensure those receiving HRS will have a strong sense of being in control of the delivery of the service and are fully involved in the development of their support plans.
32. To manage yours and others caseload of service users, maximising appointment times and working flexibly around the need of service users.
33. To recognise when the needs of a service user mean their support needs increasing or decreasing and liaising with senior staff to ensure just enough support is provided through regular caseload management meetings and reviews.

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34. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.
35. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.
36. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services.
37. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
38. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback as well as investigate complaints where relevant.
39. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.
40. To ensure that accurate records are kept in the prescribed format on our online ECCO system. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
41. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
42. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.
43. To escalate concerns such as Adult Safeguarding risks to the relevant managers and ensure safety plans are in place.

**Staff Management:**

1. To lead and manage staff so as to ensure that 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.
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 service and Creative Support.

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7. To organise and chair team meetings.
8. To promote and nurture good practice and to brief staff regarding policy and practice issues.
9. To ensure that staff support service users in ways which are empowering, build confidence and self esteem and maximise independence.
10. To organise and manage the recruitment and selection of staff, under the direction of the Operations Manager/Director, ensuring a high level of service user participation in the selection process.
11. To promote commitment to Positive Behaviour Management Guidelines and competence in developing such guidelines in collaboration with service users and the wider Multi Disciplinary Team where appropriate.
12. Ensure the whereabouts of staff are monitored via the Local Logging on and off procedure and whereabouts systems.
13. Deputising for the Operations Manager when not in service.
14. Support with a range of HR processes such as recruitment, investigations and disciplinaries.
15. Support with a wide range of queries that may be received into the service via email or telephone.

#### Other

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to your Line Manager.
3. To accept regular support and supervision from your Line Manager.
4. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
5. To comply with Creative Support's Equal Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with the agreed policy.
7. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. To undertake on the role of Shift Co-ordinator when required.
10. 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 which will include moving and handling and may involve supporting people with personal care needs.
11. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

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12. Any other duties as required.

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**PERSON SPECIFICATION – TEAM LEADER**

**North East Lincolnshire Floating Support Service**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with an ability to contribute to a record keeping system	Application Form	Essential
3	Ability to undertake strengths based assessments and produce outcome focussed support plans as well as risk assessments	Interview	Essential
4	Ability to lead a team	Interview	Essential
5	An indepth understanding of housing related support needs	Application & Interview	Desirable
6	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
7	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
8	Ability to work without direct supervision in service user's home and in the office	Application & Interview	Essential
9	Ability to liaise in a professional manner with other agencies	Interview	Essential
10	An understanding of the aims and principles of Creative Support	Interview	Essential
11	Understanding of relevant housing and homelessness legislation such as the Housing Act.	Interview	Essential
12	Experience of Trauma informed practice to consider how best to mitigate risk and enable acceptance of clients.	Application & Interview	Desirable
13	A relevant degree level qualification such as Psychology.	Application Form	Desirable
14	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
15	Experience of working as a member of a team	Application & Interview	Desirable
16	Willingness to work flexible hours according to needs of project, by mutual agreement	Interview	Essential
17	Willingness to attend training courses and events	Interview	Essential
18	Willing to participate in regular supervision with line manager	Interview	Essential
19	To have a clean driving licence and access to a car	Application Form	Essential

## TERMS AND CONDITIONS – TEAM LEADER

### North East Lincolnshire Housing Related Support Service

<b>Salary:</b>	<b>Up to £14.45 per hour</b>	
	<b>Point One:</b>	£14.25 per hour
	<b>Point Two:</b>	£14.45 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: 37.5 hours per week. Hours are to be worked flexibly including, weekends and bank holidays according to the needs of the service.

#### Holidays:

20 days plus 8 statutory days pro rata.

#### 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 15 hours per week.

#### 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.

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

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

#### 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.

#### 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

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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 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.
- 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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times 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 the 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 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.

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**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.

**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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