



Creative Support Ltd, Head Office

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Team Leader

Reference 91636

Telford and Shropshire Learning Disability 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: 29 August 2026

Once you have submitted or posted your application form allow 10 working days after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.

Please return the completed application form to **Creative Support** in the enclosed Freepost envelope or to Recruitment, 5th Floor, Head Office, 35 Dale Street, Manchester, M1 2HF.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope **must be done so using the correct postage amount**. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

Yours faithfully

Recruitment Department

All staffs are subjected to enhanced DBS checks



JOB DESCRIPTION –TEAM LEADER



Telford and Shropshire Learning Disability Services

Hours: 37.5 hours per week to be worked flexibly according to the needs of the service.

Accountable to: Service Manager

Purpose of the Job:

To have responsibility for the management and oversight of a small number of high quality, personalised supported living services within the Telford and Shropshire Learning Disability Services. To develop and coordinate a flexible and high quality service for adults with Learning Disabilities and additional needs. To supervise and manage a team of staff, providing person centred support to enable service users to maintain their independence, experience improved wellbeing and enjoy opportunities for personal development. To ensure that all staff works in a positive, person centred and anti-discriminatory manner, ensuring the rights of service users are respected at all times.

To ensure that the service is provided in accordance with the service specification and the service contract and to comply with all monitoring and evaluation requirements. To demonstrate the quality and effectiveness of the service through seeking feedback from service users and stakeholders, collating positive outcomes and ensuring the quality of service delivery.

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 possibly in relation to the needs of clients 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.
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 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.

11. To organise and manage the recruitment and selection of staff, under the direction of the Service Manager/Director, ensuring a high level of service user participation in the selection process.

Care and Support of Service Users

12. To ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self esteem, happiness and emotional health.
13. To ensure that staff encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.
14. To ensure that staff respect and promote the rights and entitlements of people with learning disabilities, and to 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.
15. 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.
16. 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.
17. 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.
18. 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.
19. 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.
20. 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.
21. 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.
22. To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.

23. 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.
24. 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.
25. To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities, Autistic Spectrum Disorders, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
26. To ensure that all service users have Individual Support Plans and person centred 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.
27. 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 Key Workers.

Project Management and Administration

28. To be accountable for the overall quality of the services and to ensure that they conform at all times with the service specification and the quality standards and expectations of Creative Support purchasers and stakeholders.
29. 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.
30. To ensure that policies and regulations pertaining to fire, environmental health, lone working, 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.
31. 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.
32. To maintain effective administrative procedures and financial control systems in liaison with the Service Manager / Service Director 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.
33. To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute in the formal review of the services at regular intervals. To collect and collate relevant

statistical and qualitative information. To develop and participate in the evaluation of outcomes for service users. To ensure that any quality assurance processes are fully implemented.

- 34. To assist the Service Manager/Director in the management of the services budget and to liaise with Creative Support's Financial Controller. To ensure that services accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
- 35. To ensure that office accommodation and the general working environment is kept to a high standard and that all areas are attractive, clean and well maintained.

Joint Working

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

Other

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

50. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

51. Any other duties as required.

PERSON SPECIFICATION –TEAM LEADER

Telford and Shropshire Services Learning Disability Services



Experience

Requirements

1. **At least one years' experience of supervising staff or managing services for people with learning disabilities.**
Assessed by Application Form and Interview *Essential*
2. **Substantial experience of supporting people with Learning Disabilities**
Assessed by Application Form and Interview *Essential*
3. **Experience of consulting with carers and responding to their views**
Assessed by Application Form and Interview *Essential*
4. **Experience of developing new projects/initiatives in partnership with others**
Assessed by Application Form and Interview *Desirable*
5. **Experience of preparing and managing budgets**
Assessed by Application Form and Interview *Desirable*
6. **Experience of networking and liaising with a wide range of agencies**
Assessed by Application Form and Interview *Essential*
7. **Experience of organising and prioritising own work**
Assessed by Interview *Essential*
8. **Experience of evaluating, monitoring and reviewing services**
Assessed by Interview *Essential*
8. **Experience of staff recruitment and selection and knowledge of equal opportunities aspects**
Assessed by Interview *Desirable*

Qualifications

1. **Possession of Dip SW, RMN, NVQ IV, RMA or equivalent professional qualification**
Assessed by Application Form *Desirable*
2. **NVQ Assessor Award (D32/D33)/Practice Teacher Award**
Assessed by Application Form *Desirable*

Skills

1. **Good verbal communication skills and ability to listen to listen sensitively to others**
Assessed by Interview *Essential*
2. **Good written communication skills**
Assessed by Application Form *Essential*
3. **Client interviewing and assessment skills**
Assessed by Interview *Essential*

4. **Ability to solve problems creatively**
Assessed by Interview *Essential*
5. **Ability to negotiate with individuals and groups from all backgrounds**
Assessed by Interview *Essential*
6. **Basic numeracy skills**
Assessed by Interview *Essential*
7. **Ability to facilitate and mediate within groups**
Assessed by Interview *Essential*
8. **Ability to motivate and provide leadership to the staff team to secure high standards of performance from all staff**
Assessed by Interview *Essential*
9. **Ability to work in a confident and assertive manner**
Assessed by Interview *Essential*
9. **Ability to devise effective individual support plans in conjunction with service users and other agencies**
Assessed by Interview *Essential*
11. **Ability to carry out a comprehensive assessment of an individual's needs**
Assessed by Interview *Essential*
12. **Ability to supervise staff effectively ensuring full accountability to the agency**
Assessed by Interview *Essential*
13. **Experience of networking and liaising with a wide range of agencies**
Assessed by Application Form and Interview *Essential*
14. **Ability to put into practice the aims and principles of Creative Support in a meaningful way**
Assessed by Application Form and Interview *Essential*
15. **Ability to develop and implement the Equal Opportunities Policy of Creative Support**
Assessed by Interview *Essential*
16. **Ability to offer appropriate support to people under stress**
Assessed by Interview *Essential*

Knowledge

1. **Knowledge of the range of community care, autism and housing services**
Assessed by Interview *Essential*
2. **Awareness of current approaches and good practice in the provision of support for people with learning disabilities.**
Assessed by Interview *Essential*
3. **Understanding of the different factors and processes which ensure a high quality service**
Assessed by Interview *Essential*

4. **Basic knowledge of welfare benefits**
Assessed by Application Form *Essential*
5. **Demonstrable understanding of autism and illness (including signs and symptoms, treatment approaches and interventions)**
Assessed by Interview *Essential*
24. **An understanding of, and commitment to, the Recovery Approach and Outcome Focussed Support.**
Assessed by Application Form *Desirable*

Other

1. **A high degree of customer focus**
Assessed by Interview *Essential*
2. **A warm and positive approach to staff and service users and the ability to demonstrate a supportive hands- on management style**
Assessed by Application Form and Interview *Essential*
3. **A hardworking and resourceful approach to work**
Assessed by Interview *Essential*
4. **Willingness to work flexible hours according to needs of the service**
Assessed by Interview *Essential*
5. **Willingness to attend training courses and events**
Assessed by Interview *Essential*
6. **Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required**
Assessed by Application Form, Pre-employment Forms and Exercise *Essential*
7. **Willingness to participate in regular supervision with line manager**
Assessed by Interview *Essential*

TERMS AND CONDITIONS –TEAM LEADER

Telford and Shropshire Learning Disabilities



Pay Structure:

Salary:	Up to £14.25 per hour	
	Point One:	£14.00 per hour
	Point Two:	£14.25 per hour
Please Note: 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. Successful applicants, under 25yrs age, who possess a degree level qualification will commence on point one of the above scale.		

Sleep Ins:

An additional payment of **£26.50** is payable per night for sleep-ins.

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.

NVQ Assessor/Practice Teacher:

All senior staff are expected to train as NVQ assessors and/or practice teachers and to contribute to the training and development of junior staff and students.

Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which may include evenings, weekends, sleep ins and public holidays according to the needs of the service.

On-Call Rota:

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

Disclosure Checks:

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

Probationary Period:

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

Holidays:

25 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 16 hours per week.

Sickness Policy:

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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 pays for the first three working 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 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

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

Life Assurance:

All staff are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to four times annual salary. The policy is provided by Norwich Union.

Discretionary Benefits:

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.