

**Creative Support Ltd, Head Office**

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Team Leader**Doncaster Personalised Services****Reference: 93824**

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: 09 October 2026

Once you have submitted your application form allow *14 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 candidates are subjected to enhanced DBS checks

INVESTORS IN PEOPLE
We invest in people Gold



Stonehall DIVERSITY CHAMPION



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JOB DESCRIPTION – TEAM LEADER

Doncaster Personalised Services

Hours: 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service. Participation in local on-call responsibility is required.

Responsible to: Area Manager/Senior Operations Manager

The Role:

We are looking for a caring, dynamic and highly motivated Team Leader to join the management team in our Doncaster Supported Living Services.

You must have experience and knowledge of working within the social care sector with supporting people with learning disabilities and/or mental health needs.

The Team Leader will support the Registered Manager in the operational management of services in Doncaster supporting adults with learning disabilities. These services have been developed to meet the needs of adults with learning disabilities, autism, physical disabilities, behaviours of distress and mental health needs, each person with their own personality, story and aspirations. Your role is support the team ensuring every individual has the opportunity to live safely, meaningfully and with dignity, while enjoying genuine connections within their community.

As a visible, hands-on leader, you won't just oversee services from a distance, you'll know each of the people we support by name, understand their needs and ambitions, and build strong, trusting relationships with their families and core support network. By being present and having time on-rotas, you'll anticipate challenges, spot opportunities, and lead your team to deliver support that is truly person-centred and of the highest quality.

As the Team Leader you will support the Registered Service Manager to ensure that our services are of the highest quality, and meet all CQC standards and contract requirements. You will ensure that the care and support delivered is truly personalised and provided in accordance with agreed care plans, enabling the people we support to enjoy wellbeing, quality of life and develop community connections. You will promote and reinforce a culture of responsive, person-centred practice and active support across the service, with relationships based on respect and unconditional positive regard.

Your role will include responsibility for:

- Support with recruitment, carefully matching the needs and preferences of the people we support.
- Bringing out the best in staff teams, leading and coaching support workers to deliver safe, compassionate and effective care.
- Contribute to creating a strong team culture, where staff feel valued, motivated and confident to provide outstanding support.
- Supporting with consistency and reliability, ensuring services run smoothly and flexibly respond to individual needs.
- Driving positive outcomes, helping people we support achieve their goals and live fulfilling lives.
- Supporting to manage positively and proactively, preventing and resolving incidents while encouraging safe, positive risk-taking.

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- Supporting to strengthen family and professional partnerships, offering excellent customer care to all stakeholders.

This role is about supporting the Registered Manager and leading by example, building services that feel like homes, and ensuring that every person we support can flourish.

You will support individuals to build confidence, develop their skills and take an active role in their local community.

Our goal is to ensure that the people we support can proudly say:

- I live my best life in a place I call home
- I feel listened to, respected and valued
- I enjoy choices and rights and have control over my life
- I am supported to be safe
- I am doing the things that matter to me
- I enjoy relationships with others
- I am connected to my community
- I am supported with my wellbeing
- I feel able to reach my full potential

1. Care and Support of the People we Support:

- 1.1 To ensure that staff encourage and support people to express their needs, views and concerns and enable individuals to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.2 To ensure that staff fully respect and promote the rights and entitlements of people with disabilities and the people we support to access independent advocacy and advice.
- 1.3 To ensure that all people we support have Individual Support Plans/PCP's which meet their identified needs. To monitor the content, implementation and effectiveness of plans.
- 1.4 To ensure that a comprehensive risk assessment is undertaken in relation to each person we support's history, current needs and activities. To support with risk management plans to reduce and manage identified risks. To promote a culture of positive risk management. To support undertaking a new risk assessment when there is a change in the individuals risk profile.
- 1.5 To facilitate meaningful person-centred reviews, which capture the views of the person supported and members of their Circle of Support, including family members and external professionals. To ensure that the initial PCR reviews take place within 6 weeks of an individual being supported by the service and at six to twelve monthly intervals thereafter. To ensure that reviews are inclusive and dynamic processes which review all aspects of care and support, the person's quality of life, their experience of the service and outcomes achieved. To ensure that new aspirational goals are agreed and that short and longer-term plans are developed and implemented to achieve these.
- 1.6 To ensure that individuals who have additional needs, including physical health needs and disabilities, Autistic Spectrum Disorders, communication needs and mental health problems, are identified, assessed and responded to as appropriate.

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- 1.7 To ensure that the communication needs of people we support are identified and met and that each person with communication needs has a personalised Communication Plan/Communication Passport. Where specific communication skills are required (such as Makaton or BSL) to support staff to acquire and develop these skills. To promote the use of communication tools and approaches (such as social stories, visual planners and communication boards). To encourage the creative use of assistive and personalised technologies to promote communication and active engagement.
- 1.8 To ensure that people we supports receive effective, holistic support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the services. To ensure that each person we support has an identified Key Worker to co-ordinate their care and support.
- 1.9 To ensure that individuals are supported to develop socially valued lifestyles, including culturally and age appropriate activities which build on their strengths, interests and aspirations. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities. To promote community connections and inclusion.
- 1.10 To ensure that people we support are enabled to become as independent as possible and to maximise their confidence, competence and personal effectiveness. To achieve this by identifying and building on strengths and by developing skills and abilities through the provision of active support and skills training.
- 1.11 To work with people we support and their core support network to develop programmes of meaningful activities in accordance with their needs, interests and risk profile and to monitor the implementation of agreed activities. Support with suggesting guidelines to reduce/manage any risks associated with activities and to promote the people we support's active enjoyment and participation in activities.
- 1.12 To contribute to the development and implementation of Positive Behaviour Support Plans and Guidelines as required, working in collaboration with Creative Support's PBS team and the wider Multi-Disciplinary Team. To coach staff in the use of appropriate strategies and interventions which are personalised to their needs and are least restrictive.
- 1.13 To ensure people we support receive all necessary advice, care and regular health checks to maintain their physical and emotional well-being. To ensure that people we support receive health-related advice, support and regular primary healthcare checks. To promote the physical and mental wellbeing of people we supports through promoting good nutrition, hydration, relaxation, exercise and active healthy lifestyles. To support the development of comprehensive Health Action Plans and specific health protocols where these are required to manage long term conditions.
- 1.14 To promote a warm and positive approach to the friends and families of people we support. To involve families and significant others in the planning of transitions and individual support, where this is in accordance with people we support preferences.
- 1.15 To act as a role model providing skilled direct care and support to individuals. To guide and coach individual staff members and teams to follow support plans, agreed approaches and interventions. To lead and encourage staff to promote people we support's confidence, independence, and competence in all areas of daily living by utilising active support principles, life skills training and personalised coping strategies.

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- 1.16 To ensure that staff observe and monitor the people we supports' mental and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 1.17 To ensure that emergencies, accidents and incidents are responded to promptly and appropriately within Creative Support, CQC, HSE and local authority policy and reporting procedures.
- 1.18 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and the Council's safeguarding policies and procedures. To communicate any concerns regarding the safety or welfare of people we support to the registered manager, senior managers, family members and other appropriate agencies. To report concerns regarding vulnerable adults to the local authority, and to the Area Manager/Service Director as well as to notify Head Office/Out of Hours Team. To put an immediate Safeguarding Protection Plan in place to ensure that vulnerable adults are safeguarded pending further follow-up with the local authority.
- 1.19 To contribute to capacity assessments and best interest processes alongside members of the multi-disciplinary team. Where restrictions are agreed as being in the best interests of the person supported to ensure that these are implemented, evaluated and regularly reviewed.
- 1.20 To ensure that staff carry out and record all financial transactions involving people we support within Creative Support guidelines. To ensure that people we support 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.
- 1.21 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for collection, storage and administration of medication within Creative Support policy and procedure. To report side effects or failure to take medication to the prescribing doctor and any other relevant authorities. To promote self-administration where this is agreed to be in the best interests of the person supported. To undertake regular medication compliance audits.

2. Staff Management

- 2.1 To support that resources are deployed as efficiently and effectively as possible across the Doncaster services.
- 2.2 To support with leading and managing staff so as to ensure that the highest levels of performance and standards of work are achieved. To ensure that staff understand and are committed to Creative Support's person-centred values and objectives.
- 2.3 To support staff to develop and sustain warm and trusting relationships with the people we support, promote their self-esteem, happiness and emotional health. To promote a high level of commitment and duty of care to all individuals along with unconditional positive regard for each person supported. To support staff to maintain appropriate professional boundaries.
- 2.4 To support staff receiving regular management support, supervision and appraisal. To be supportive whilst taking corrective action to ensure that performance concerns are addressed proactively. To identify, reinforce and positively acknowledge good practice utilising our rewards and recognition programmes.

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- 2.5 To support staff training and development needs and maintain up to date staff training matrix at all times. To participate in the planning of staff training. To carry out and record direct observations of practice to ensure that staff are caring, respectful, empowering and competent in their practice.
- 2.6 To support staff meetings and ensure that these are used effectively to develop and improve services and to foster cohesive team working.
- 2.7 To support the personalised recruitment and selection of staff, matched to the needs of the people we support, ensuring a high level of individual and family participation in the selection process.
- 2.8 To support new staff and any temporary/agency staff or students are being fully inducted into the services; such induction to include: core values (eg dignity, respect) people we support needs/risks, support and activity plans, medication & health needs and any associated protocols, Health & Safety, fire prevention and safety, care of the physical environment, emergency procedures, duty of care in respect of health and wellbeing, operational policies, safeguarding and incident reporting procedures, whistleblowing and communicating concerns, internal/external customer care expectations, roles of other agencies, shift and rota requirements, shift co-ordinator role, timely submission of valid timesheets/expense claims, timekeeping and attendance expectations, absence reporting, positive team working and general standards of behaviour, conduct and professionalism.

3. Management and Administration

- 3.1 To support the Registered Manager to ensure that there are effective systems of audits in each service including audits of daily and weekly support records, medication records, incident, complaints and safeguarding concerns. To undertake audits and checks of these systems and to identify and implement any service improvements arising out of the audits.
- 3.2 To promote policies and regulations pertaining to fire, environmental health, lone working, general safety and security and ensure these are adhered to by all staff, people we support and visitors. To promote a high standard of health and safety awareness. To record and follow up accidents and incidents, take appropriate follow-up and preventative action and identify any learning arising from these. To support staff undertaking our daily and weekly health and safety checks in accordance with agency standards.
- 3.3 To encourage customer feedback, and suggestions for improving services and to promote a positive open culture to complaints.
- 3.4 To maintain effective administrative procedures and financial control systems in liaison with the Registered Manager. To ensure that all matters pertaining to finances are well managed within the framework of Creative Support's Policy and to monitor carefully all financial arrangements and transactions.
- 3.5 To support, develop and participate in monitoring and evaluation procedures. To prepare for and contribute to the formal review and inspection of the service. To develop and participate in the evaluation of outcomes for people we supports.
- 3.6 To ensure that people we supports accommodation and the general living and working environment are kept to a high standard and that all areas are attractive, clean, safe and well

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maintained. To ensure that repairs are promptly reported and followed up. To ensure that housing services are carried out to a high standard.

- 3.7 To support the Registered Manager to ensure that the physical environment continues to safely and appropriately meet the needs and preferences of individuals. To advise on the need for improvements or adaptations where needed in liaising with appropriate professionals such as Occupational Therapists. To ensure that assistive technologies are used as creatively and fully as possible and that sensory and disability related needs are met.
- 3.8 To promote a positive and inclusive atmosphere in services and in communal areas, encouraging people we support to treat each other with respect and consideration. To ensure that regular house meetings take place.

4. Joint Working

- 4.1 To maintain a customer focused ethos at all times and to ensure excellent working relationships with all professionals and external services in the relevant area.
- 4.2 To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter-agency forums.
- 4.3 To support the involvement of people we support, carers and representatives in the management and development of the Service.
- 4.4 To deputise for the Registered Manager as required, and to lead the services in their absence.
- 4.5 To take part in local, regional and agency-wide networks for promoting and developing good practice in areas such as Positive Behaviour Support, Transforming Care, and Health Promotion.

5. Other Duties

- 5.1 To promote Creative Support, its services and activities to people we support, carers, other agencies, and the general public. To contribute to the wider business development and positive reputation of Creative Support.
- 5.2 To accept support, supervision and guidance from senior colleagues.
- 5.3 To carry out all work in a manner consistent with the aims of the service and the philosophy and ethos of Creative Support.
- 5.4 To ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies
 - Equal Opportunities Policies
 - 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
 - The Care Act 2014
 - All Creative Support policies, procedures and guidelines for best practice
- 5.5 There is a requirement to support people with daily living skills and individual activities which may include moving and handling and personal care.

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- 5.6 You will be required to work flexibly and this will include some weekends and evenings and this may include Bank Holidays. You will be required to carry out on-call duties.
- 5.7 To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.
- 5.8 To provide regular verbal and written reports to colleagues.
- 5.9 To identify training needs in discussion with your line manager and to attend training events and courses as required.
- 5.10 To observe professional boundaries and any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 5.11 To carry out any other management or other duties delegated by the Service director/Area Manager, as required.
- 5.12 Any other duties as required.

PERSON SPECIFICATION – TEAM LEADER

Doncaster Personalised Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	At least three years relevant experience of supporting people with learning disabilities and/or autistic spectrum conditions.	Application & Interview	Essential
2.	Experience of managing and supervising staff and coordinating the delivery of care and support.	Application & Interview	Essential
3.	A relevant professional or practice related qualification (such as NVQ/H&SC Diploma level 3 or above).	Application	Desirable
4.	Emotionally intelligent with a warm, positive and person-centred approach and the ability to build trusting relationships with people we support, their families, staff and partner agencies.	Application & Interview	Essential
5.	Ability to provide respectful personal care and support as required	Application & Interview	Essential
6.	An understanding of the principles of person-centred care and a commitment to the delivery of personalised, strengths-based care and support and the promotion of independence and positive outcomes.	Interview	Essential
7.	An understanding of the needs of people with a learning disability, autistic spectrum conditions and other needs.	Interview	Essential
8.	Ability to assess needs and risks and to devise and implement care & support plans	Application & Interview	Desirable
9.	Good written and verbal communication skills	Interview	Essential
10.	Good organisational skills with the ability to organise own workload effectively and to work independently.	Application & Interview	Essential
11.	A commitment to open, ethical and accountable practice. A strong personal duty of care and work ethic and a willingness to go the extra mile to achieve positive outcomes for the people we support.	Interview	Essential
12.	Ability to work positively lead, motivate, supervise and support staff and to coach and train staff and students on placement.	Interview	Essential
13.	Willingness to follow instructions and respond positively to supervision and line management	Application & Interview	Essential
14.	Emotionally intelligent and resilient with good interpersonal skills, including the ability to communicate persuasively and effectively and to actively listen to others and respect their views.	Application & Interview	Essential
16.	Willingness to work flexibly and responsively to meet the needs of the service including evenings, weekends, bank holiday's and to take part in an out of hours on-call rota	Interview	Essential
17.	Possession of good physical health and sufficient mobility to undertake moving and handling tasks as required	Application & Interview	Essential
18.	Possession of a current, clean driving licence willingness to drive across the area as the registration is on multiple sites	Application	Essential

TERMS AND CONDITIONS – TEAM LEADER

Doncaster Personalised Service

Salary:	Up to £28,177.50 per annum based on experience and qualifications
	Point One – £14.25 per hour (FTE: £27,787.50 per annum)
	Point Two – £14.45 per hour (FTE: £28,177.50)
Please Note: We are currently offering a choice of weekly or monthly pay. 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.	

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.

Creative Support has a corporate commitment to enabling people with caring and family responsibilities to apply for senior roles, part time applicants will be considered for this role.

On-Call Rota:

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

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

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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 £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 pays Statutory Sick Pay 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 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

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.

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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.

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

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face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

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