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Team Leader

Reference: 90767

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: 02 December 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 very much look forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

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

Whalley Range Mental Health Services

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

Responsible to: Project Manager, Locality Manager, Service Director and other senior colleagues.

The Role:

As a Team Leader, you will be working alongside and deputising for the service-based Project Manager. Part of this role will mean that you are responsible for supporting and overseeing a vibrant programme of recovery and wellbeing support for people with severe and enduring mental health needs (some of which have a forensic background). This is provided through one-to-one goal planning and personalised interventions based on the recovery model. You will work alongside the manager and Senior Support Worker to ensure that the service provides an enablement approach to recovery, empowering people to live well through shared learning and peer support.

Working with the Project Manager/Locality Manager and Senior Support Workers, you will ensure that individuals are enabled to make progress in their personal recovery journey and to attain goals relating to their mental health/wellbeing, quality of life and community connections. This will be achieved through co-producing outcome-based plans which enable individuals to develop social links and enjoy meaningful activity, whilst building resilience and capacity for self-management in areas such as cooking, cleaning, budgeting, paying bills, medication, arranging and attending appointments, college, employment, volunteer work etc. You will supervise and support our staff to provide a responsive, safe and person-centred service. You will have direct line management responsibility.

You will work with the managers to ensure that our services are delivered efficiently and effectively and meet all contract requirements, quality standards, outputs and outcomes.

Main Duties:

1. To communicate and reinforce the person-centred philosophy and recovery model of the Mental Health Recovery Service Model. To promote hope, resilience and openness to change. To ensure that staff understand, and are committed to, the values and expected outcomes of the service and the contract specifications.

2. To ensure that staff, students and volunteers develop and sustain warm, trusting and respectful relationships with the people we support, offer unconditional positive regard and respect their right to privacy and confidentiality. To promote the self-esteem, happiness, and welfare of the people we support at all times.

3. Work with the Managers, to support the development and delivery of a high quality programme of recovery support sessions, meaningful activities and social groups which are to be co-produced with service users. To ensure that the recovery sessions support people to build on their strengths and make sense of their lived experiences, enabling people to take control, feel hopeful and become experts in their own recovery.

4. To support the managers and the staff team in maintaining positive relationships with stakeholders and ensure that the service maintains a positive profile and reputation. To promote the service effectively to external referrers and agencies and to ensure that all referrals and enquiries are followed up efficiently in a helpful and professional manner. To ensure that staff and volunteers are very welcoming and provide excellent customer care.

5. To ensure that literature describing the service and the recovery programme is attractive, widely circulated and kept up to date. To provide promotional materials in a range of accessible formats as required.

6. To ensure that an outcome-focused and personalised recovery support plan is devised and co-produced in response to the identified needs, preferences and aspirations of individuals, building on their strengths, assets and community connections. To agree a personalised programme of support, interventions, recovery sessions and activities to meet these needs. To fully involve the service user and members of their support network in developing their plan.

7. To ensure that an up-to-date risk assessment and risk management plan is in place for each service user and to ensure that staff are aware of any risk management guidelines.

- To ensure that each person is allocated a Key Worker to devise and co-ordinate their recovery programme. To take account of gender preferences when allocating staff to work with service users.

- To ensure that one-to-one goal planning and personalised recovery support is planned and delivered at regular intervals according to service user needs and preferences and to maximise positive engagement with the service and the achievement of desired outcomes.

8. To ensure that person-centred recovery reviews are carried out on a 6 monthly. To utilise the review process to adjust planned support as people become more independent and have built up informal support networks and community links.

9. To monitor and follow up the progress of service users on move on from the service over a 2/3 week period to support and evaluate whether recovery is sustained. To signpost to other services if required.

10. To support in the recruitment and induction of new staff and volunteers as vacancies arise with the involvement of service users.

11. To manage the performance of staff by providing supervision, coaching, direct observations of practice and periodic appraisals. To ensure that all staff (including regular bank/relief staff have a named supervisor.

12. To ensure that staff training needs are identified and met, and all training undertaken is recorded within supervision files and the training matrix.

13. To ensure that staff maintain up-to-date electronic records and individual case files in the prescribed format and that all reviews and meetings are minuted and recorded. To ensure that records are completed to a high standard and that confidentiality and data protection is observed at all times. To ensure that progress is captured and celebrated.

14. To organise monthly team meetings and to ensure that staff are well-briefed in all matters relating to policy, good practice, contract delivery and organisational requirements. To promote the full attendance and active participation of all staff (including part time and relief staff) in these meetings.

15. To organise monthly tenants meetings and encourage attendance. Encourage participation and inclusion of service users ensuring they have a voice in the delivery and development of the service.

16. To report and manage accidents, incidents, safeguarding and emergencies in accordance with Creative Support requirements and agreed multi-agency reporting guidelines.

17. Support the operational day to day management of the service and building.

18. To provide excellent internal and external customer care. To respond warmly and professionally to all enquiries and to reply efficiently to emails and written requests for information. To ensure that the people we support are aware of the Complaints Policy and are supported to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, partner agencies and stakeholders. To ensure that service users have access to independent sources of advice, advocacy and representation, as required.

19. To implement and comply with Creative Support's Equal Opportunities Policies. To ensure that the service provided is sensitive to the cultural and religious needs of service users and staff alike. To promote cultural sensitivity and anti-discriminatory practice.

20. To develop and maintain positive relationships with partner agencies and professionals and to contribute to wider strategic objectives through effective joint working. To promote a culture of collaborative working and to sustain productive and mutually respectful partnerships with the Lead Contractors and other stakeholders.

21. To assist in leading the process of co-ordinating referrals for the service including attendance at allocation panel meetings.

22. Assist in the development and running of out of hour's provision and new service opportunities.

23. To ensure thorough auditing of files is carried out on a monthly basis.

Other Duties:

1. To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.

2. To provide regular verbal and written reports to colleagues.

3. To accept support, supervision and guidance from line managers and other senior managers.

4. To carry out all work in a manner consistent with the aims and philosophy of Creative Support and the MHRE service.

5. To comply with and to implement the Equal Opportunities Policy.

6. To maintain confidentiality and data protection at all times, in accordance with the agreed policies.

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. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	A confident, credible and professional mental health practitioner with at least 2 years relevant senior practitioner or supervisory experience gained in a mental health recovery-focused service	Application & Interview	Essential
2	Experience of managing or supervising staff and managing or co-ordinating the delivery of care/support	Application & Interview	Essential
3	Strong leadership skills, with the ability to communicate and embed a culture of recovery and accountable, person-centred practice	Application & Interview	Essential
4	Ability to support the effective delivery of the contract and to ensure that KPIs and expected outputs and outcomes are met	Application & Interview	Essential
5	A commitment to diversity, equality and human rights and unconditional positive regard for all	Interview	Essential
6	A relevant health or social care qualification e.g. Diploma level 3, 5 or equivalent	Application	Essential
7	A degree or equivalent sector experience	Application	Desirable
8	Excellent written communication and report writing skills	Application & Interview	Essential
9	Competent in the use of IT with the ability to collect/analyse data and maintain spreadsheets	Application & Interview	Essential
10	Good verbal communication/presentation skills	Application & Interview	Essential
11	Warm and emotionally intelligent, with good interpersonal skills and the ability to reflect on practice	Application & Interview	Essential
12	An understanding of recovery principles and methods and a good knowledge of mental health needs/conditions, helpful interventions, evidence-based good practice, legislation and policy	Application & Interview	Essential
13	An imaginative and 'can do' attitude with the ability to support the development of the service through co-production and creative approaches to service delivery, including use of technology, peer support and volunteers	Application & Interview	Essential
14	The ability to promote the service effectively to service users and professionals and to maximise referrals and service utilisation	Application & Interview	Essential
15	Ability to lead, manage & supervise staff assertively to ensure effective and productive team working, high standards of practice and positive outcomes for service users	Interview	Essential
16	Good organisational skills with the ability to plan ahead, prioritise & manage a busy workload, delegate effectively and meet deadlines	Interview	Essential
17	Ability to work positively with a range of agencies and to gain the confidence and trust of service users, professionals and other stakeholders.	Application & Interview	Essential
18	Applicants must enjoy good health, demonstrate resilience and be able to reliably carry out the responsibilities of the post	Interview	Essential
19	A willingness to work flexibly and responsively.	Interview	Essential

TERMS AND CONDITIONS –TEAM LEADER

Whalley Range Mental Health Services

Salary:	**Up to £14.45 per hour**

	Point One – £14.25 per hour
	Point Two – £14.45 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.*	

Hours of Work:
37.5 hours per week including weekends and public holidays to be worked according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid. It may be necessary to work occasional waking nights if so required.

Holidays:
25 days per annum plus eight 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.

Diploma Level 3/5 equivalent in Health & Social Care:

As a team Leader, you will be expected to have a minimum of 2yrs experience working in the field of mental health/ Learning disabilities and a minimum of Level 3 Diploma in health and social care. Following the probationary period, you will be expected to undertake Management training which may include Level 5 Diploma in Health & Social Care or equivalent.

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

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

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

Birthday Holiday Bonus:
After two years of continuous service you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. This bonus will only come into effect in the leave year after two full years' service. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

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

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

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:

- Creative Support do pay Statutory Sickness 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.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Vaccination Policy:
We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

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.

Achieve Q Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:
£200 worth of vouchers for employees who return to the 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.