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Female Team Leader

Reference: 95233

Dudley Supported Living Service for Adults with Complex Needs

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 *7 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

JOB DESCRIPTION – FEMALE TEAM LEADER

Dudley Supported Living Service for adults with Complex Needs

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

Responsible to: Senior Service Manager

Summary of the Role

i) To have responsibility for the operational management of a high-quality services for people with learning disabilities located in the Dudley area. To ensure that the service provided is responsive to the needs and preferences of people we support and their families. To ensure that all contract requirements and expectations are fully met.

ii) To ensure that people we support receive individualised person-centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

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

Care and Support of People we support

1.1 To ensure that staff develop and sustain warm and trusting relationships with people we support, and that staff promote their self esteem, happiness and emotional health.

1.2 To ensure that staff encourage people we support in expressing their needs, views and concerns. To enable the people we support to make choices and decisions and to participate as fully as possible in planning and decision making processes.

1.3 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 people we support are offered access to sources of independent advocacy and advice.

1.4 To ensure that the service supports people we support in developing socially valued lifestyles which include a varied range of culturally and age-appropriate experiences, building on the strengths, interests and aspirations of the people we support. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.

1.5 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 individual support, where this is in accordance with service user preferences.

1.6 To ensure that people we support 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.

1.7 To coach staff in the use of appropriate strategies and interventions, as specified by the Behaviour Management Guidelines and Person-Centred Plan. To support people who express their frustrations and needs through behaviours of distress. To act as an appropriate role model with regard to issues around authority, personal conflict and responsibility.

1.8 To devise, implement and review detailed management guidelines, individual programmes and protocols for managing challenging behaviour.

1.9 To ensure that people we support 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.

1.10 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. To ensure that medication protocols are signed and authorised by relevant other professionals where appropriate.

1.11 To observe and monitor the people we support's emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

1.12 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.

1.13 To ensure that staff carry out and record all financial transactions involving people we support within agency 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. To liaise with Creative Support's housing management department where appropriate.

1.14 To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female people we support and clients from ethnic minorities.

1.15 To ensure that the specific needs of people we support who have additional problems, including physical health needs and disabilities, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.

1.16 To ensure that all people we support have Individual Support Plans, Holistic Assessments and Risk Assessments which are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all people we support have a key worker and co worker and to act as the nominated key worker as appropriate.

1.17 To ensure that people we support 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 people we support are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

Staff Management

2.1 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved.

2.2 To plan ahead to meet the needs of people we support as identified by their individual Person-Centred Plan by:

- Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
- Ensuring that all planned people we support activities take place and that all individual programmes are followed.

2.3 To have a clear vision for the provision of learning disability services consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.

2.4 To co-ordinate and deploy staff resources as efficiently as possibly in relation to the needs of people we support and the requirements of the service.

2.5 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.

2.6 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.

2.7 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 and to contribute to agency training initiatives.

2.8 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.

2.9 To promote and nurture good practice and to brief staff regarding wider policy and practice issues.

2.10 To participate in the recruitment and selection of staff, under the direction of the Service Manager.

Project Management and Administration

3.1 To be accountable with the rest of the management team for the overall quality of the service and to ensure that it confirms with the required quality standards and requirements of CQC, Creative Support, Social Services and other stakeholders.

3.2 To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.

3.3 To ensure that policies and regulations pertaining to fire, environmental health, 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 assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.

3.4 To encourage customer feedback and suggestions from people we support, carers and stakeholders for improving services. 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.

3.5 To maintain effective administrative procedures and financial control systems in liaison with Service Manager 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.

3.6 To help develop and participate in monitoring and evaluation procedures. To assist in the formal review of all schemes at regular intervals. To collect and collate relevant statistical information including client contact hours. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality assurance measures are implemented.

3.7 To assist the Service Manager in the management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Manager. To ensure that income generation is maximised. To ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.

3.8 To ensure that the fabric of properties managed by Creative Supported are maintained to a high standard. To ensure that necessary repairs are carried out promptly and that all housing services are efficiently and effectively carried out.

3.9 To re-enforce the terms and conditions of tenancy agreements, taking into consideration tenant's needs and working within a multi-disciplinary framework. To initiate legal action as and when required, having taken appropriate advice and consulted with them multi disciplinary team.

3.10 To establish and maintain good working relationships with all professionals and services in the area. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.

3.11 To facilitate the involvement of people we support, carers and representatives in the development and management of services. To promote Creative Support, its services and activities to people we support, carer, other agencies and the general public.

3.12 To notify local agencies of any vacancies within the project, and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of clients referred and to convene the Allocations Panel to discuss the referrals.

Other

4.1 To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly and to accept support, supervision and guidance from senior colleagues.

4.2 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

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

4.4 To maintain confidentiality at all times, in accordance with the agreed policy.

4.5 To identify training needs in discussion with Line Manager and to attend training events and courses as required.

4.6 All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support people we support with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

4.7 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.

4.8 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.

4.9 Any other duties as required.

PERSON SPECIFICATION – FEMALE TEAM LEADER

Dudley Supported Living Service for adults with Complex Needs

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Ability to engage with people we support, to develop and sustain warm and trusting relationships	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to demonstrate significant understanding of the needs of people with learning disabilities and to be familiar with current views of good practice	Interview	Essential
4	Good written communication skills	Application & Interview	Essential
5	Ability to lead others and to work constructively as part of a team	Interview	Essential
6	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of people we support	Interview	Essential
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
10	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Essential
11	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
12	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
13	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
14	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
15	The ability to serve as a professional role model to colleagues	Interview	Essential
16	Demonstrable skills in working effectively with people who have learning disabilities	Interview	Essential
17	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment. Ability to devise effective individual care plans and risk management plans	Interview	Essential
18	Experience of staff supervision	Application & Interview	Essential
19	Experience of liaising and joint working with other agencies	Application Form	Essential
20	Experience of supporting people with learning disabilities	Application Form	Essential
21	Experience of consulting with people we support and responding to their views in service development and delivery	Interview	Essential

22	Experience of evaluating, monitoring and reviewing services	Interview	Essential
23	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
24	A relevant professional qualification eg, RNMH, RMN, RNLD, DipSW, NVQ IV/Dip L 4/5 or significant experience in a supervisory role in a learning disability service	Application & Interview	Essential
25	Good standard of general education	Application Form	Essential
26	Willingness to work flexible hours according to needs of agency and people we support. Access to a car and ability to drive	Interview	Essential
27	Willingness to attend training courses and events	Interview	Essential
28	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

Gender is considered to be an occupational requirement – Equality Act 2010

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.*	

Hours of Work:
37.5 hours per week including weekends and public holidays 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.

Holidays:
20 days per annum plus eight statutory days pro rata.

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

Probationary Period:
The first six 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 pays Statutory Sick Pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to 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 who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week.

Part time employees who work less than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

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

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

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

Life Assurance:
All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

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.