



Learning Disability Network London

Job Description – Team Leader

Reporting to: Service Manager

Managing: Support Workers.

Salary: £31,000 per annum

Hours of work: 37.5 hours per week on a rota. (Including days, nights, and some weekend shifts).

Job summary

To lead each shift within the short breaks service, ensuring safe, person-centred, and high-quality support for adults with learning disabilities.

The Team Leader acts as the “person in charge” for the service during their shift — coordinating staff deployment, managing admissions and discharges, ensuring accurate recording and communication, and promoting a positive and enabling environment for guests and staff.

You support your manager to ensure your team deliver on quality improvement, and safeguarding, managing the budget of the service and the personal finances of people you support. You lead the management of Health and Safety in the service.

You work with your manager to create a harmonious, open, and positive working environment, where people are confident to speak up.

All activities are undertaken in line with all relevant policies, procedures, and guidance and meeting the regulatory requirements of the Care Quality Commission (CQC).

You regularly work “hands on” with your team, providing direct support as necessary across the range of activities undertaken in your service, including working some weekends and the times shifts take place (earlies, lates, nights etc.).

Expected outcomes of the role

People we support stay healthy

- You actively support an outstanding *Active Support* model of service delivery which is consistently delivered in the service and aims to enable people you support to participate in all aspects of their daily lives.
- You take the lead on the assessment of new guests, ensuring their needs, risks, health requirements, and preferences are clearly identified before admission.
- You promote and support outstanding delivery of day-to-day support needs in relation to health promotion, risk management, domestic standards, employment, education, culture, and the dignified and respectful delivery of intimate personal care.
- You help create and foster a *Total Communication* environment that maximises communication skills and maintains or develops individuals' skills.
- You promote the development of personalised support plans based on the assessed needs of the people you support and ensure health monitoring is undertaken, and action is taken as a result, collaborating and liaising with healthcare professionals Social and Health Services and families, as necessary.
- You support your manager to ensure that the team demonstrates their duty of care, duty of candour, and their responsibilities as professionals.
- You support key working skills so that the team are experts in the needs of people you support and can be effective health advocates and support people to understand and manage their health well.

People we support are safe

- You assist your manager to ensure safeguarding is understood by all as paramount with inductions and training and team meetings and supervision.
- You are alert to the potential for abuse even from within the team and you have the confidence to report concerns promptly.
- You help staff members to understand risk and report concerns, and you appropriately recognise, record, report, investigate, and follow up incidents.
- You review risks, involving the team and the people your service supports. You help people supported to understand and take risks.
- You promote a safe working environment, managing health and safety incidents according to legislation and procedures.
- You take the lead in the management of Health and safety, attend relevant training and briefings, undertake checks, and proactively follow up any issues.



People we support live well

- You support person-centred planning and support ensuring that the person's preferences, aspirations, needs, and goals are at the centre of the planning process and that support promotes the development of potential and maintains people's existing skills.
- You ensure that people we support are always included and families, friends, advocates, and external organisations are appropriately involved through your everyday practice.
- You actively seek feedback from people you support and their families and advocates about their level of happiness and satisfaction and you take action to resolve concerns and escalate where needed.
- You encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills.
- You keep support documents and records accurate and up to date, using available information to identify gaps, trends, and issues to make improvements.
- You ensure that the accommodation is kept to high standards at all times with the cleanliness, décor and maintenance and support complaints where there are issues with landlord responses.

Staff with the right values, skills, and knowledge deliver great support

- You lead the team during allocated shifts, maintaining oversight of staffing, risk, and support delivery. Allocating staff according to each person's support plan, risk assessment and skill mix.
- You contribute to the recruitment of staff ensuring people we support are involved.
- You support your team manager with performance management activities, e.g. probationary, conduct, performance, and grievance issues, liaising with managers and Human Resources as necessary.
- You attend internal and external learning events and develop relevant knowledge, techniques, and skills and share your knowledge and learning across LDN London.
- Your support staff with key working responsibilities.

Staff are engaged and enjoy their work

- You promote equity, value diversity, and champion inclusion, celebrating difference so all staff can contribute and feel recognised and valued.
- You assist the manager to hold team meetings, supervisions, and annual appraisals.
- You encourage staff to use their initiative, recognising their effort and achievements, and giving constructive feedback and praise.
- You assist in the resolution of disputes and complaints, escalating serious incidents and claims of bullying, harassment, victimisation, or unlawful discrimination.
- You encourage team members to voice concerns, ask questions, and share their experiences.
- You monitor individual and team morale, updating the manager about changes and reasons.

Staff are safe and their wellbeing is supported

- You lead on staff health and safety, assisting the team manager to manage staff wellbeing and giving support as situations demand.
- You complete staff-related risk assessments.
- You assist the manager with absences activities.
- You do all you can to ensure disabled staff can access and contribute to work appropriately.
- You support debriefing and reflective reviews from incidents.
- You monitor individuals' wellbeing, informing and involving the manager and Human Resources in all matters where staff wellbeing is a concern.





Finances are well managed

- You support guests with their personal finances to achieve a meaningful and enjoyable stay.
- You stay updated on relevant financial policies and procedures.
- You support the manager to ensure that the service operates at a financial break even or surplus position with timely and accurate returns.
- You understand the budget for your service, areas of budget overspends, keeping agency costs to a minimum, and supporting the team manager to take remedial action when necessary..
- You help team members to understand financial matters appropriate to their role.

Resources are well managed

- You ensure that service rotas and staff utilisation reflects contracted support hours and are adjusted when needs change.
- You manage annual leave for your team effectively, so staff are rested and people supported do not rely on temporary staff.
- You support the manager to ensure that all relevant financial and staff related recording systems are completed in a timely manner.
- You take the lead on the assessment of new guests, ensuring their needs, risks, health requirements, and preferences are clearly identified before admission.
- You lead on recording and reporting property maintenance and complaints and undertake appropriate follow up.
- You support staff to handle personal and confidential data, reporting misuse or breaches to management appropriately.

Selection criteria

The values, skills, and knowledge team leaders need to demonstrate

Team Leaders should	Examples that may show competence
Understand learning disability support including CQC requirements	Promoting a person-centred approach to the people supported. Experience working in a learning disability support service or in the care sector. CQC inspections
Have good judgement	Effective decision making, based on data, information, and evidence available. Learning from mistakes and experience. Good time management. Ability to prioritise. Involving and listening to others before taking action.
Improve quality	Carry out daily audits (medication, environment, infection control, and records). Lead reflective reviews and learning following incidents or near misses. Ensure accurate documentation on the digital care system (Nourish) and event reporting. Promote a culture of continuous improvement and learning.
Develop people	Provide coaching and supervision to staff, ensuring good practice and accountability. Support induction and competency assessments for new staff. Provide feedback and contribute to appraisals and training plans. Promote a team culture of respect, inclusion, and reflective practice.
Communicate effectively	Maintain clear, compassionate, and professional communication with guests, families, and professionals.

	Ensure shift handovers are structured and documented accurately. Escalate issues promptly to the Manager or on-call senior. Represent the service professionally in multi-agency meetings.
Manage finances effectively	Good financial awareness and basic maths skills.
Manage resources effectively	Evidence of being highly organised. The ability to use IT systems effectively.
The values, skills, and knowledge team leaders need to demonstrate	
Team Leaders should	Examples that may show competence
Understand and manage risk	The ability to identify various types of risks and conduct risk assessments.
Lead safeguarding	A clear understanding of safeguarding people with learning disabilities and adults at risk of harm. Safeguarding incidents reported and managed correctly. The ability to reflect on safeguarding incidents.
Manage health and safety	Maintaining a safe environment for guests and staff, ensuring regular checks of equipment and premises. Leading emergency responses, including first aid, seizures, fire evacuation, or behavioural incidents. Ensuring infection prevention measures and health protocols are followed. Record and escalate any health or safety concerns promptly to the Manager
Value equity, promote diversity, and champion inclusion	The demonstration of an understanding of the differences between and benefits of equity, diversity, and inclusion. Promoting the inclusion and involvement of people and their families in service delivery
Additional requirements	
Availability	Team leaders work 5 days / 37.5 hours per week (mix of day/evening/night). Weekend working included Team leaders will work 1 week of night shifts approximately every 6 weeks.

Education	Team Leaders should have or be willing to achieve a relevant health and social care management qualification and specialist training relevant to the service at expert level
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