

team leader

Employment Type: **Permanent**
 Job Type: **Full-time**
 Location: **Derby (Various)**
 Reporting to: **Service Manager**

about the role

To provide effective leadership and day-to-day management of a team of Support Workers, ensuring the delivery of high-quality, person-centred mental health support across Twyford Care Group services. The Team Leader promotes safe practice, staff development, and service user empowerment, upholding the organisation's values and ensuring all care is delivered to the highest professional standards.



requirements

- Proven leadership, communication, and team management skills.
- Hold a valid NVQ L3 in Health & Social Care, or working towards
- A genuine passion for making a meaningful impact in the lives of others.
- Flexibility to participate in the out-of-hours on-call rota as required.
- Full driving licence valid for driving in the UK and have access to a vehicle insured for business use.
- The legal right to live and work in the UK.

salary & benefits

- Competitive salary.
- Company pension contribution.
- Family-friendly policies.
- Free enhanced DBS check.
- Comprehensive induction programme.
- Ongoing training, CPD, and genuine career development opportunities.
- Invitations to corporate events and internal recognition schemes.
- Free parking.
- Staff referral scheme.

how to apply

If you're looking for an opportunity to make a genuine impact within a growing organisation, we'd love to hear from you. Join Twyford Care Group and play a key role in strengthening our finance function while supporting the next stage of our ambitious growth journey.

To apply, please complete the online application form available on [our careers page](#).

general responsibilities

- Arrive at work punctually, maintaining excellent attendance and timekeeping.
- Arrive on shift ahead of support staff to review Access Care, appointments, previous handovers, and incidents.
- Conduct pre-shift team debriefs to prioritise daily objectives and assign staffing accordingly.
- Complete at least one daily site visit — prioritise critical sites, follow up with non-critical sites remotely.
- Follow all reasonable instructions given by the senior management team.
- Do not leave duties unattended without prior approval from senior management.
- Report any criminal offences or legal concerns to line manager.
- Uphold the organisation's policies and procedures at all times.
- Undertake mandatory and ongoing training as required for the role.
- Complete audits as required to support high standards of care.
- Be part of the "on-call" rota providing out-of-hours support as needed.

meetings and communication:

- Support Management by creating weekly report for respective cluster.
- Attend management meetings as required by the Service Manager.
- Take an active role in team meetings, including chairing or note-taking where appropriate.
- Ensure meeting actions are documented and followed through.
- Be accountable for tasks or outcomes assigned during meetings.
- Ensure meetings are arranged, attended with families, social workers and specialist services for service users within cluster. Taking an active role in recording outcomes and any actions.

leadership and mentoring

- Provide leadership and support to the staff team in the absence of senior management.
- Nurture and motivate the staff team overseen by involving them in day-to-day discussions.
- Identify staff capacity during the day to reassign tasks and offer support or coaching to staff.
- Observe and support the emotional wellbeing of staff; foster a positive and motivated team culture.
- Motivate staff through active involvement in service discussions and day-to-day operations.
- Be actively visible across services to support engagement, troubleshooting, and proactive leadership.
- Support with training of new starters with the view of maintain and improving staff retention.
- Assist the Service Manager in the daily running of services and complete assigned leadership tasks.
- Build strong, fair, and respectful relationships with staff and service users, favouring no one.
- Model excellent professional behaviour and lead by example.
- Communicate clearly and consistently to ensure staff understand organisational aims and values.
- Undertake any duties within skills and capabilities as requested by senior management.
- Maintain confidentiality and ensure staff do the same.
- Respond to professionals and visitors in a courteous and professional manner.

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support to service users

- Develop an in-depth understanding of the service users within cluster, including their support plans and risk assessments.
- Take the lead on service user escalations with empathy — ensuring their happiness, fulfilment, and emotional needs are seen as a top priority.
- Be present and visible to service users to maintain strong relationships and early identification of concerns.
- Promote respectful, person-centred, and culturally sensitive support practices.
- Ensure that service users' rights to independence, choice, and dignity are upheld.
- Coordinate and participate in meetings involving families, social workers, or professionals.
- Prepare for and attend service user reviews, ensuring follow-up actions are taken.
- Participate in assessments of new or current service users when required.
- Act as point of contact for "money carer" duties — accessing portals, managing financial requests, and ensuring timely processing.



staff team responsibilities

- Check in daily with homes within cluster to confirm appropriate staffing and task allocation.
- Address gaps in staffing or uncompleted tasks proactively.
- Ensure daily handovers of key information are carried out effectively.
- Be approachable and available to staff needing guidance, support, or clarification.
- Support staff to develop positive, respectful, and inclusive relationships with service users.
- Conduct post-incident reviews with involved staff to reflect, learn, and improve future responses.
- Address staff concerns or feedback professionally and promptly, ensuring fairness.
- Attend and participate in supervision, appraisals, and performance reviews.

health, safety & compliance

- Ensure home safety and compliance checks are completed and logged in Access Care. Report any issues immediately.
- Promote safe working practices across the team, including moving and handling, fire safety, infection control, and food hygiene.
- Report incidents and accidents promptly using Access Care. Follow up on the wellbeing of those involved.
- Oversee medication procedures, ensuring weekly audits are completed and best practices followed.
- Ensure adherence to health and safety legislation and internal policies.
- Use Microsoft To Do (or equivalent task tool) to log and complete ad hoc cluster responsibilities.

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