

Support Lead – Job Description

Reports to: Senior Support Leads

Next Level Manager: Services Manager

Responsible for: Supporting service users and line managing Specialist Support Workers

Salary: Circa £24,200 per annum



Summary of the Role

The Support Lead plays a key hands-on role in delivering high-quality, person-centred support within the Outreach Academy, CCM's lifelong learning service. They help coordinate daily activities, promote independence and wellbeing, and ensure service users experience meaningful learning in a safe, inclusive, and empowering environment.

The Support Lead works closely with the Senior Support Leads to implement care plans, support learning sessions, uphold safeguarding responsibilities, and model best practice based on key social care values. They guide and assist specialist support workers, tutors, volunteers, and work placement students during sessions, helping to create a positive and enriched learning experience for all participants.

Key Social Care Values and Approaches Required

The Support Lead must demonstrate understanding and use of:

- Person-centred thinking, planning and co-production
- Strengths-based and outcomes-focused practice
- Active Support approaches
- Positive Behaviour Support (PBS)
- Making Safeguarding Personal
- Supported decision-making and the relevant legislation
- Trauma-informed approaches
- Accessible communication methods (e.g., visual supports, Makaton, easy-read)
- Dignity in Care and principles of respect, choice, independence and inclusion

Key Responsibilities

A. Supporting Daily Operations

- With guidance from the Senior Support Leads, contribute to the smooth daily running of the Outreach Academy, ensuring a calm, welcoming and structured environment for service users.
- Coordinate room setup, ensuring care and learning areas are clean, safe, organised and well-equipped.
- Assist with planning and preparing daily activities, ensuring the environment and materials support engagement.
- Support end-of-day routines including tidying, updating records, and preparing spaces for the next session.

B. Direct Support and Person-Centred Practice

- Provide hands-on support to service users in learning activities, personal care, communication, and wellbeing.
- Promote independence, informed choice and participation using strengths-based and person-centred approaches.
- Apply Active Support to enable service users to take part in meaningful activities at their own level.
- Support service users with safe mobility, physical assistance and emotional reassurance as needed.
- Implement Positive Behaviour Support strategies and follow individual support plans consistently.
- Use accessible and inclusive communication methods to support understanding and engagement.
- Report queries or observations about changes in need, welfare or therapeutic strategies promptly to the Senior Support Leads.

C. Guiding and Supporting Staff, Students & Volunteers

- Line manage specialist support workers and volunteers and liaise with tutors and work placement students, providing positive support and guidance.
- Support new or less experienced team members by modelling good practice and helping them understand routines, expectations and values.
- Promote consistent delivery of person-centred, safe and responsive support.
- Pass on concerns, training needs or performance issues to the Senior Support Leads as appropriate.

D. Communication and Partnership Working

- Maintain respectful, clear and effective communication with service users, colleagues, families, carers and visiting professionals.
- Liaise with the Senior Support Leads to ensure appropriate learning and development opportunities are provided for work placement students.
- Help prepare and share information about activities, events and changes to routines.
- Attend meetings when requested to share observations on service users' progress or needs.

- Build positive relationships that support collaborative working and respect professional boundaries.

E. Safeguarding, Safety and Risk Management

- Follow all safeguarding policies and immediately report concerns to the Senior Support Leads or designated safeguarding lead.
- Help complete or update risk assessments for activities, outings, and minibus use by sharing relevant observations.
- Promote safe working practices across all areas, including kitchens, activity rooms and outdoor spaces.
- Support emergency procedures and assist colleagues in responding appropriately.

F. Record-Keeping and Administration

- Maintain accurate attendance records for service users, tutors, volunteers and students.
- Alert the Senior Support Leads to unexpected absences in a timely manner.
- Under the guidance of the Senior Support Leads, complete daily care notes, medication logs, incident forms, daily de/brief records and other required documentation in a timely manner and to a good standard.
- Support the finance team by ensuring registers, attendance and transaction information is correct.
- Help create and maintain visual timetables, displays and communication materials.

G. Quality, Reflection and Development

- Participate in staff meetings, reflective practice discussions and quality reviews.
- Liaise with the Senior Support Leads to implement agreed changes to improve service quality and user experience.
- Take part in mandatory and specialist training, developing skills in PBS, communication approaches, MCA, first aid and safeguarding.
- Contribute ideas for enhancing activities, engagement, independence and wellbeing.

General Duties

- Adhere to and promote the charity's Code of Conduct by demonstrating the professional standards.
- Uphold confidentiality and data protection requirements at all times.
- Follow all organisational policies and procedures, including health and safety, equality and safeguarding.
- Support trips and outings, ensuring safe supervision and meaningful participation.
- Carry out duties flexibly and collaboratively, contributing to an effective and positive team culture.

- Undertake any additional reasonable duties requested by the Senior Management Team.