



Brandon
Live free
the learning disability charity

7 days a week availbility required

Reports to Support Manager

Enhanced DBS

Lead Support Worker

Purpose:

The Lead Support Worker supports the Support Manager by coaching and mentoring the team, leading on one-to-ones, annual reviews and day-to-day guidance. They co-ordinate daily support and activities to ensure people receive high-quality, responsive care that promotes independence and helps individuals achieve their personal goals. As a visible role model, they demonstrate best practice at all times.

Lead Support Workers may work in a single home, a group of homes, or other support settings, with allocations changing as needed. While this description outlines the core responsibilities, specific duties will always reflect the unique needs and aspirations of the people supported across registered care, supported living, day services or community-based support.

This is a flexible, hands-on role requiring initiative and responsibility. The Lead Support Worker will work varied hours, including evenings, weekends and overnight shifts, to maintain continuity of support. They may also join the on-call rota, providing out-of-hours advice to ensure consistent service quality.

Objectives:

Ensure Safe, High-Quality Service Deliver

- Deliver safe, consistent and person-centred support by following managerial instruction and escalating concerns promptly to manage (or on-call manager) in a timely manner.
- Maintain full compliance with safeguarding, incident reporting, complaints and health and safety procedures to ensure risks are minimised and individuals are protected.

- Monitor the wellbeing of people we support and take appropriate action—including seeking professional advice—to maintain physical, emotional and mental health.

Promote Person-centred Practice and Positive Outcomes

- Lead team to deliver care and support that meets individuals' physical, social, intellectual and emotional needs, ensuring dignity, independence and choice are upheld at all times.
- Facilitate effective person-centred planning, enabling individuals to explore their aspirations and pursue the life they choose safely.
- Ensure support plans are developed, reviewed and updated in line with organisational policy and quality standards, accurately reflecting changing needs.

Uphold Legal, Quality and Safety Standards

- Lead on embedding least restrictive practice and ensure all relevant decisions are recorded in accordance with the Mental Capacity Act.
- Complete and implement risk assessments to maintain a safe environment and reduce potential harm.
- Arrange specialist care and support assessments where needed with the support of Support Manager.
- Conduct quality, health and safety, medication and financial audits to maintain compliance and drive continuous improvement.
- Effectively follow financial instructions and processes.

Maintain Accurate Records and Effective Communication

- Ensure all records, including support plans and all other relevant support documents, are accurately, timely and fully updated, ensuring changes are communicated effectively to team members and stakeholders.
- Act as a consistent point of contact for multi-disciplinary professionals, families, relatives and advocates, fostering positive working relationships and collaborative planning.

Provide Direct Care and Act as a Role Model

- Deliver hands-on care and support alongside Support Workers to model best practice and uphold high professional standards.

Lead, Develop and Support Teams

- Strengthen team engagement and performance through effective leadership, including communication, supervision, appraisal, mentoring and support.
- Ensure efficient and safe rota management that aligns staffing levels with commissioned needs.
- Oversee accurate maintenance of team data and training records, ensuring all mandatory training and competency assessments are completed and current.
- Support the Manager with recruitment, induction and ongoing performance management of the staff team.

Support Operational Flexibility and Service Resilience

- Attend meetings and maintain up-to-date knowledge of relevant organisational policies and guidance.
- Undertake additional tasks as requested by the Manager to ensure continuity and quality of service provision.
- Provide flexible support across other homes or areas when needed.

Key Relationships:

Support Manager
Locality Manager
Support Workers
Quality Team
Support Functions
People supported by Brandon
Families
External stakeholders

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role	What this means
Data Literacy		People at this level can use data tools and follow GDPR rules to help understand what is happening in the organisation.
Digital Skills		People at this level use a range of digital tools and follow online safety rules to help their team work smoothly and safely.
Governance and Compliance		People at this level lead governance and compliance activity, making sure good practice is followed in everyday operations and in planning
Commercial Awareness		People at this level help manage budgets, track spending, and support good financial decisions.
Health and Safety		People at this level use health and safety rules in their everyday work and help maintain a safe and healthy environment.
Inclusion		People at this level embed inclusive practice into planning, decision-making, and team culture. They help create spaces where everyone can contribute and feel valued.

BEHAVIOURS - VALUES

Behaviour	Level required for role	What this means
Equip		People at this level manage preparation and consistency with confidence. They support others in adopting effective practices and ensure that tools and information are accessible and reliable.
Involve		People at this level consistently involve and engage others, creating an environment where collaboration, inclusion, and shared decision-making are the norm
Support		People at this level actively support, advocate for, and empower others. They help create a workplace where people feel valued, included, and confident in their abilities.
Recognise		People at this level consistently demonstrate excellent listening, communication, and responsiveness, ensuring clarity in all interactions.
Challenge		People at this level proactively take ownership, embrace change, and encourage innovation in their teams and work.

SPECIALIST SKILLS

Skill	Level required for role	What this means
Safeguarding		People at this level have a deeper understanding of safeguarding practices. Knows how to recognise signs of abuse in greater detail and can contribute to safeguarding efforts.
Person Centred Practice		People at this level consistently apply person-centred principles in their practice. They ensure that care is genuinely reflective of the individual's choices, needs, and goals.
Mental Capacity		People at this level have a deeper understanding of mental capacity and can identify when capacity needs to be assessed. They are aware of assessment criteria and legal frameworks
Restrictive Practice & DoLS		People at this level have a deeper understanding of restrictive practices and DoLS. They understand the situations in which restrictive practices may be necessary and the safeguards that must be in place to ensure their use is legal and appropriate.
Leading & Managing Partnerships		People at this level understand principles of managing partnerships and how to work with others in a coordinated way. They are familiar with the processes involved in developing and maintaining effective partnerships in adult care.
Duty of Care		People at this level have a deeper understanding of the principles of duty of care and its application in practice. They can recognise the impact of their actions and decisions on the safety and well-being of individuals.
Compliance and Recording		People at this level have a more detailed understanding of compliance requirements and the systems in place

		for maintaining records. They are aware of the regulations governing care settings and can apply them to daily practice

GENERAL SKILLS

Behaviour	Level required for role	What this means
Collaboration		People at this level work well with others and actively involve them to make good decisions and complete tasks effectively
Empathy		People at this use empathy to build trust, defuse tension, and create emotionally supportive environments.
Flexibility		People at this use flexibility to solve problems, support others, and respond early to changing situations.
Initiative		People at this proactively identify tasks and improvement opportunities without being asked.
Integrity		People at this model integrity in complex situations and helps others keep ethical standards.
Planning and Organising		People at this plan and manage tasks well, ensuring work is completed efficiently.
Resilience and Perseverance		People at this handle setbacks effectively and stay focused on long-term success.
Teamwork		People at this level contribute to team goals and works well with colleagues.
Time Management		People at this manage their own workload reliably, planning and prioritising to meet expectations.

LEADERSHIP AND MANAGEMENT

Behaviour	Level required for role	What this means
Coaching and Mentoring		People at this level give structured coaching and mentoring to help employees develop skills and confidence.
Team Building		People at this level help create a positive team environment by building trust, supporting teamwork, and helping resolve issues.
Performance Management		People at this level set clear expectations, give regular feedback, and support employees to improve and succeed.
		People at this level help create a workplace where employees feel valued, motivated, and able to share their ideas.

Employee Engagement						
Workforce planning and development						People at this level support workforce development and help ensure the team has the skills it needs now and in the future.
Conflict resolution						People at this level manage conflicts in a fair and constructive way while helping maintain good working relationships.
Inclusive leadership						People at this level show inclusive behaviour every day and help create fairness and respect within their team.
Empowerment and delegation						People at this level delegate tasks effectively and help others build skills, confidence, and independence.
Psychological safety and wellbeing						People at this level help create a positive team environment where psychological safety and wellbeing are supported every day.