Assistant Team Leader

Job Description and Person Specification

Reports to	Operational Manager
Responsible for	Support Workers and other allocated frontline staff, as delegated
Location	Across Cosgrove Care services, with travel as required
Hours	35 hours per week, with evening, weekend and on-call responsibilities as required
Salary	£29,744 per annum plus on-call allowance
Contract	As stated in the offer of employment

About Cosgrove Care

Cosgrove Care is a Scottish charity supporting children, young people and adults with additional needs and their families. We provide personalised support that promotes choice, independence, inclusion and meaningful lives. Our work is rooted in strong relationships, high professional standards and respect for each person's identity, culture, faith, preferences and ambitions.

This is an exciting time to join Cosgrove Care. We have ambitious plans for 2027 and 2028, are developing services and initiatives, and want thoughtful, capable people to help shape what comes next. You will work alongside excellent people we support, families, colleagues and partners. No two days are the same, and your contribution can have a visible impact.

Role Purpose

To support the Operational Manager in leading safe, consistent and personalised services. The Assistant Team Leader provides visible day-to-day guidance to staff, coordinates delivery, monitors quality and helps ensure that each person receives support that reflects their choices, outcomes and assessed needs.

Roles and Responsibilities

People and shift leadership

- Provide day-to-day leadership, guidance and practical support to Support Workers and allocated colleagues.
- Help coordinate rotas, shift cover and staff deployment, escalating gaps or service risks promptly.
- Contribute to induction, supervision, practice observation, team meetings, learning and performance support as delegated.
- Promote teamwork, professional conduct, wellbeing, inclusion and clear communication across services.

Person-centred support and quality

- Model excellent person-centred practice and ensure that people’s rights, choices, culture, faith, identity, privacy and dignity are respected.
- Support accurate assessment, support planning, reviews, daily records and outcome monitoring.
- Monitor care and support practice, including medication, finances, health and safety, safeguarding, infection prevention and positive risk management.
- Complete checks and audits, follow up agreed actions and help embed learning from feedback, incidents and reviews.

Communication and operations

- Build positive relationships with people supported, families, colleagues, health and social care professionals and community partners.
- Maintain clear records, handovers and reports, and escalate concerns through the agreed management route.
- Support service development, recruitment, staff engagement and improvement initiatives.
- Participate in on-call arrangements where required and undertake other reasonable duties consistent with the role.

Regulatory and Professional Responsibilities

- Model and monitor practice in accordance with the Health and Social Care Standards, SSSC Codes of Practice, Care Inspectorate expectations and Cosgrove Care policies.
- Recognise and escalate Adult Support and Protection, child protection where applicable, medication, health, safety, infection-control, financial-safeguarding and professional-boundary concerns without delay.
- Support safe staffing by reporting gaps, skill-mix or competence concerns and by ensuring staff deployment reflects assessed needs and agreed risk controls.
- Maintain accurate, contemporaneous and confidential records and support effective handovers, incident reporting, complaints handling, Duty of Candour escalation and organisational learning.
- Promote supported decision-making, accessible communication, equality, human rights, participation and positive risk-taking.
- Provide delegated supervision and practice leadership within competence, escalating matters requiring Operational Manager, Registered Manager or specialist authority.

Person Specification

Criterion	Essential	Desirable
Qualifications and registration	• The accepted practice and supervisory qualifications required for the applicable SSSC Register part, or a formal commitment and ability to achieve them within the timescale set by the SSSC. The applicable Register part will be determined by the duties allocated. • Eligible for and willing to maintain SSSC registration and PVG Scheme membership.	• Relevant supervisory, leadership or management qualification.
Experience	• Relevant experience in social care, health, community support or a comparable person-centred environment. • Experience of working effectively with colleagues, individuals, families and partner professionals.	• Experience of coordinating shifts, supervising staff, auditing practice or leading improvement actions.
Knowledge	• Understanding of person-centred and outcome-focused practice, safeguarding, professional boundaries and positive risk management. • Awareness of the importance of accurate recording, confidentiality and regulatory standards.	• Knowledge of Self-directed Support or regulated care services in Scotland.
Skills	• Clear verbal and written communication and the confidence to give practical guidance to colleagues. • Good organisation, time management,	• Full UK driving licence and willingness to drive, where required for the duties of the

Criterion	Essential	Desirable
	judgement and problem-solving skills. • Basic computing skills, including Microsoft Office applications such as Outlook, Word, Excel and Teams, and willingness to learn organisational systems.	post.
Values and approach	• Compassionate, respectful, reliable and committed to inclusion and independent living. • Able to remain calm, maintain boundaries and work flexibly as part of a team. • Willingness to work evenings, weekends and on-call arrangements as required.	

Employment Requirements

- Satisfactory pre-employment checks, including references, evidence of right to work and PVG Scheme membership appropriate to the role.
- SSSC registration, or application within the required timescale, where the post is registrable.
- Applicants must have and maintain the right to work in the United Kingdom for the duration required by the role. Cosgrove Care is not currently able to sponsor this vacancy under the Skilled Worker route. Right-to-work checks will be completed consistently and without unlawful discrimination.
- This job description describes the current requirements of the role. Duties and reporting arrangements may be reviewed as Cosgrove Care develops, following appropriate consultation.
- PVG Scheme membership for the relevant regulated role must be confirmed before the postholder carries out regulated-role duties.
- The postholder must maintain fitness to practise, comply with the SSSC Codes of Practice and notify Cosgrove Care promptly of any matter that may affect registration or suitability.