

Headway North Staffordshire
(Head Injuries Association) Ltd
Headway House, Elder Road, Cobridge,
Stoke-on-Trent, ST6 2JE
Tel: 01782 280952



JOB DESCRIPTION: Service Delivery Team Leader - Outreach

Job Title: Service Delivery Team Leader - Outreach

Accountable to: Service Delivery Manager - Outreach

Location: Office based, with some community presence

Contract: Permanent

Hours: 35 hours per week.

Pay: £26,525 per annum

Pay Grade: Grade 3.

Corporate responsibilities: Delivery standards and performance targets.

Line management: Outreach Service Head Injury Support Workers.

Background

Headway North Staffordshire provides rehabilitation and support for adults affected by brain injury, empowering individuals to regain independence, relearn everyday skills, and reintegrate into their communities. We work not only with survivors of brain injury but also with their families, offering emotional support, practical guidance, and respite. Through our centre-based services and community outreach, we provide access to specialist therapies, social opportunities, and tailored support not typically available through the NHS. At the heart of our work is a commitment to person-centred care and the creation of a safe, inclusive, and life-affirming environment.

The charity is governed by a board of trustees and led by a Chief Executive. A small leadership team oversees key functions including service delivery, fundraising, operations, and administration. This team is supported by dedicated staff, volunteers, and specialist roles.

We are One Team – built on support, trust, and a shared purpose. We communicate openly and face challenges together.

Job Purpose

To coordinate and supervise the day-to-day activities of the Outreach Support Workers. Ensure the delivery of high-quality, personalised support services which promote the regaining of independence, reintegration into the community and recovery of life-skills for individuals with brain injuries at home and in the community. The role includes delivering direct support to service users as needed and working collaboratively with colleagues across the organisation to promote a One Team culture.

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Tasks and Responsibilities

Team Coordination

- Supervise and support a team of outreach support workers.
- Manage staff rotas, supervisions, and day-to-day scheduling.
- Lead team meetings, training, and performance monitoring.
- Participate in the service delivery duty manager rota.
- Act as deputy to the outreach services manager and escalate any concerns.
- Promote a One Team ethos by fostering collaboration and shared problem-solving across teams.

Service Delivery

- Deliver direct support to service users when required to cover staff absence or support peaks in service demand.
- Ensure consistency and quality of support across caseloads.
- Oversee accurate record-keeping and daily notes.
- Liaise with families, professionals, and service users to update care plans.

Compliance and Quality

- Ensure risk assessments, safeguarding procedures, and H&S checks are in place.
- Monitor compliance with policies, procedures, and contractual standards.

Cross-Department Support

- Support the service delivery leadership team with recruitment, induction, and resource planning.
- Liaise with day services, contribute to shared learning and mutual cover where appropriate and within contracted hours.
- Take responsibility for personally cross-skilling training to participate in the duty manager rota and provide equitable support and supervision to all service delivery staff.
- Support colleagues with fundraising campaigns and act as an ambassador for the charity.
- Represent the service at internal and external forums as required.

Person Specification

- Experience of supporting people in health, care, rehabilitation, or community services.
- NVQ level 3 in Care (or equivalent).
- Strong interpersonal and communication skills.

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- Ability to support and motivate staff and volunteers.
- Organised and able to manage own time.
- Commitment to the values and aims of Headway North Staffordshire.
- Passionate about person-centred support and community inclusion.
- Full driving licence.
- Experience of team leadership.
- Knowledge of safeguarding and compliance in a care / charity setting.

Application Process

Please note that applications must be submitted online at ww.headwaynorthstaffs.org/vacancies.

Please submit your CV (maximum three sides of A4) together with a letter outlining how you meet the person specification as detailed in the job description (maximum two sides of A4).

Shortlisting will be undertaken by a small panel. Headway North Staffordshire strives to be an equal opportunities employer and applications are assessed purely against the person specification. **Please ensure that your covering letter explains how you meet these criteria.**

Your CV and covering letter should be in a minimum of size 10 font and submitted in PDF format using the submission form at the web page linked above.

Your letter or CV should include the details of two recent referees. One should be your current or most recent employer.

The deadline for submission is **18:00 on Monday 18 May 2026**.