



Department
of Health &
Social Care



Supervisors and leaders

Guidance on jobs in adult social care
in England



May 2025

This guidance is in Easy Read.

What is in this booklet

Easy Read	3
Who we are	4
About this booklet	5
What supervisors and leaders do	6
Values that supervisors and leaders need	7
Behaviours that supervisors and leaders need	8
Knowledge and skills that supervisors and leaders need	9
Ways staff can learn and get more skills	11
Poonam's story	13
Find out more	14

Easy Read



This is the Easy Read booklet about supervisor or leader jobs.

The full guidance which is not in Easy Read is on our website

www.gov.uk/government/publications/care-workforce-pathway-for-adult-social-care/supervisor-or-leader-role-category



This Easy Read booklet uses clear words and pictures.

People might still want help to read it.

Bold word



Some words are **bold**.

We tell you what the words in bold mean.



Some words are blue and underlined.

This means they are links to websites or email addresses.

You can click on these links on a computer.

Who we are



We are the Department of Health and Social Care.

We are part of the UK government.

We help lead health and **adult social care** in the UK.



Adult social care means helping people who have disabilities or who are ill for a long time. For example, people with

- A mental health illness



- A physical disability

- A learning disability



- **Autism**

Autism means someone's brain works differently so they might think or feel in ways that are different to most people.



- **Dementia**

Dementia is an illness that makes it hard for people to remember things.

About this booklet

Department
of Health &
Social Care



There are lots of different **roles** in adult social care in England.

A role is another word for a job.



We put these roles into different groups.

We call these groups **role categories**.



This booklet tells you about the **supervisor and leader** role category.

What supervisors and leaders do



Staff in this role category help people who need support to live their lives.

Supervisors and leaders might help with

- Personal care like washing or dressing
- Cooking and cleaning
- Supporting people to live on their own.



Staff can do this work in different places.

For example

- People's homes
- Care homes
- **Supported living** homes
This is housing with support to live independently.



Staff in the supervisor and leader category might work as a team leader and have a team of staff working for them.



Staff can get more knowledge and skills to be managers or experts in care and support work.

Values that supervisors and leaders need



A **value** is an idea or belief that helps us make choices and do things.

In this role category it is important to have these values.



- Being kind and understanding.
- Seeing the **whole person**
This means not thinking of someone as just one thing, like being disabled.



- Showing people respect.

- Being brave.

- Being honest.

- Being proud of good work.

- Being flexible and happy to change.

- Being happy to learn new things.



Behaviours that supervisors and leaders need



A **behaviour** is how someone acts or the way someone does something.
Supervisors and leaders should show these behaviours.



- Be professional at work.
- Be calm and fair when work is hard.
- Be organised and do things on time.



- Keep learning digital skills.
- Work as a team and learn from others.
- Try to fix problems.



- Listen well and be happy to change.
- Be kind at work and remember that people are different.

Knowledge and skills that supervisors and leaders need



Knowledge means what you need to understand to do your job well.

Skills are how you use what you know to do your job.



Supervisors and leaders must have

- All the knowledge and skills in the care and support worker role category.
 - Other knowledge and skills.
- We tell you about these below.

Lead staff supervision

This means making sure other staff are doing their job well. Staff should understand

- How to supervise staff well
- How to support staff to be happy
- How to deal with signs of bad work.



Lead communication

Staff should understand

- What good communication is
- How to keep information private
- How to help people communicate
For example, using technology
- How to help people who do not agree.





Mentoring and coaching

This means supporting staff who have less experience to reach goals.

Staff should understand why this is important and how to do this well.



Lead training

Staff should understand

- Why training is important
- How to find out what their team needs
- How to plan training.



Lead inclusive work

This means working in a way that does not leave people out.

Staff should understand

- What it is and why it is important
- How to be inclusive at work.



Lead healthy and safe working

Staff should understand

- How to help other staff with mental health
- How to train other staff to be trainers
- How to check what staff have learned.

Ways staff can learn and get more skills



This section tells you about the training that supervisors and leaders can do.

They can do training to get more skills for their job.

Or to change to another job in social care.



Being a leader

Staff in this role category can do training on how to lead other staff in social care.



Dementia training

This illness makes it hard for people to remember things.

Staff can do dementia training in

- Awareness of dementia, Level 3
- Dementia training, Level 2.



Autism and learning disabilities

Staff can do the Oliver McGowan training.

This is training to understand more about learning disabilities and autism.

All staff should do Level 1 of this training.

Staff who work with people with learning disabilities or autism should do Level 2.

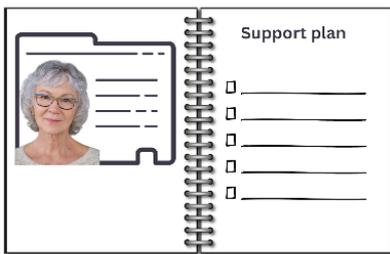
Digital skills



These are skills to go online or use a tablet or computer.

Staff can work towards certificates.

Positive Behaviour Support



This is a way of helping people to get new skills to make their lives better.

Staff can do this training to care for people with dementia or autism.



Skills in the workplace

Staff might want to do more training for where they work. For example

- End of life care
- Learning disabilities
- Mental health
- **Trauma-informed care**

This is understanding why someone might get upset

- Drugs and alcohol
- More digital skills
- **Sensory impairments**

This means a person's senses like sight or hearing work differently from most people.



Poonam's story



Poonam worked in care since she left school and is now a senior carer in supported living.



She manages a team of care and support workers.

Poonam enjoys being a mentor to people in her team helping them give good care and support.



Poonam is thinking about what she wants to do next.

She has lots of experience and could get more skills to become an expert in care.

She could also choose to get leadership skills and be a registered manager.



She will talk about these choices with her manager.

Both choices give Poonam a chance to make life better for people, helping them to live their best lives.

Find out more



For news about this guidance you can follow the Department for Health and Social Care on Facebook.

www.facebook.com/DHSCgovuk

If you have any questions you can contact



Email

ascworkforcepathway@dhsc.gov.uk

Phone

0300 790 4007

© European Easy-to-Read Logo: Inclusion Europe.

More information at www.inclusion-europe.eu/easy-to-read

Crown copyright 2025

This publication is licensed under the terms of the Open Government Licence v3.0, except where otherwise stated.

To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3



Department
of Health &
Social Care