



Deputy Manager

Shore House

Person Specification

Ref: 799

This post requires that the post holder has the following essential skills and experience to fulfil the job description. Please address the points marked in **bold\*** below in your supporting statement and explain clearly how your experience, skills and knowledge meet each of these requirements.

## Essential Experience

- \* 1 **Working in services for people with complex mental health needs**
- \* 2 **Coordinating a response to incidents, and the ability to be confident, focused and resilient when dealing with difficult situations.**
- \* 3 **Establishing, developing and maintaining effective working relationships with voluntary and statutory organisations**

## Skills / Ability / Knowledge

- \* 4 **A working knowledge and understanding of psychologically informed working and trauma informed care.**
- 5 Promoting staff wellbeing through supervision, coaching, reflective practice sessions, and de-briefings.
- 6 Ability to monitor and report on service financial and key performance targets (KPIs).
- \* 7 **Knowledge of asset/strength-based approaches to working with people with multiple and complex needs, and a practical, forward thinking, positive attitude.**
- 8 Thorough understanding of people and environmental risk assessment, all aspects of health and safety, and the ability to implement policy and procedure.
- 9 Thorough understanding of housing management and accommodation-related support for people with support needs.
- 10 Knowledge of relevant housing, mental health, safeguarding and Care Act legislation.
- \* 11 **A proactive, collaborative and results-driven approach, the ability to lead change, excellent relationship-building skills and the ability to inspire and motivate others.**

## Other Essential

- 12 Knowledge of CQC (Care Quality Commission) standards.
- 13 A commitment to equality of opportunity and the principles of co-production.
- 14 High levels of competency in using Outlook, Word and Excel.