



Deputy Manager

Phase One

Person Specification

Ref: 079

This post requires that the post holder has the following skills and experience to fulfil the job description. Please address yourself to each of the points marked with * in turn, and for each point, clearly explain how your experience, skills and knowledge meet the requirements.

Essential Experience

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| * 1 | Extensive experience of working with people who are vulnerable, homeless and have complex needs. |
| * 2 | Extensive experience of working with people with substance misuse/dual diagnosis/mental health/criminal justice issues. |
| * 3 | Experience of Assessment, Support Planning and Case Work Management, including setting realistic and attainable goals. |
| * 4 | Experience of supervising staff, leading and developing a team and developing good working relationships |

Essential Skills/Ability/Knowledge

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| * 5 | Ability to develop, monitor and report on financial and performance targets. |
| 6 | Ability to supervise keywork practice. |
| 7 | Ability to develop and manage efficient office administrative systems. |
| 8 | Experience of building up effective working relationships with voluntary and statutory organisations. |
| * 9 | A thorough understanding and experience of risk management and health and safety issues in a supported housing environment. |
| 10 | The ability to both develop and implement appropriate policies and procedures. |
| 11 | A commitment to meeting the needs of homeless and vulnerable adults. |
| * 12 | Ability to plan own work, work independently, under pressure, effectively prioritise and deal with stress. |
| 13 | Good IT skills such as word processing, Excel, and Windows Operating Systems |
| * 14 | Ability to develop psychologically informed practice in the delivery of residential support services, and a knowledge of Recovery practice. |
| * 15 | Ability to motivate and support people with low self-esteem through a process of change including when they are resistant. |
| * 16 | Ability to take responsibility and make decisions including difficult ones. |

- * 17 Ability to set boundaries, to challenge appropriately and to manage conflict constructively.
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- 18 Understanding of the relationship between homelessness and complex needs.
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- 19 This job entails leading on Maintenance for the service so ability to identify, report and oversee repairs is essential and the ability to provide hands-on remedies as appropriate.
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Other Essential

- 20 A commitment to the development and implementation of Equal Opportunity Policies.
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Desirable Knowledge

- 21 A good knowledge of different models and practice related to supported housing.
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