

Person Specification

This post requires that the post holder has the following skills and experience to fulfil the job description.

When completing your application form, in section 6 “Person Specification” please address yourself to each of the points marked with an asterisk *. Please number each point and clearly explain how your experience, skills and knowledge meet the requirements specified.

Application forms without this completed section will not be accepted.

Essential Experience:

- * 1 **Experience of managing services for people with mental health and/or complex support needs.**
 - 2 Experience of client assessment, support planning and case working, including setting realistic and attainable goals.
- * 3 **Experience of staff line-management management and leadership, staff performance and motivation.**
- * 4 **Experience of ensuring and promoting staff wellbeing, including the use of 1:1 and team debriefs, supervision, coaching, and reflective practice.**
 - 5 Experience of service development and continuous improvement.
- * 6 **Experience of coordinating crisis management, and the ability to be confident, focused and resilient when dealing with difficult situations.**
 - 7 Experience of establishing, developing and maintaining effective working relationships with voluntary and statutory partners. .

Skills / Ability / Knowledge

- * 8 **A working knowledge and understanding of psychologically informed working and trauma informed care.**
 - 9 Ability to offer a responsive approach to crisis management work which may require out of hours working.
- * 10 **Ability to monitor and report on service financial and key performance targets (KPIs).**
 - 11 Knowledge of asset/strength-based approaches to working with people with multiple and complex needs, and a practical, forward thinking, positive attitude.
 - 12 Ability to implement a structured, co-produced high quality support service to clients.
- * 13 **Thorough understanding of people and environmental risk assessment, all aspects of health and safety, and the ability to implement policy and protocol.**

- 14 Thorough understanding of housing management and accommodation-related support for people with support needs.
- 15 Knowledge of relevant housing, mental health, safeguarding and Care Act legislation.
- 16 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

- * 17 **Knowledge of CQC (Care Quality Commission) standards. Previous or current status as Registered Manager under CQC guidelines, and/or a commitment to apply for Registered Manager status.**
- 18 A commitment to equality of opportunity and the principles of co-production.
- 19 High levels of competency in using Outlook, Word and Excel.
- 20 The ability to remain positive, resilient, and objective.