



# Operational Manager

## West Sussex Community Services

### SUSSEX Person Specification

Ref: 1007

#### 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.**

#### Experience:

\*Experience of managing services for people with mental health and/or complex support needs.

Experience of client assessment, support planning and case working, including setting realistic and attainable goals.

\*Experience of staff line-management management and leadership, staff performance and motivation.

\*Experience of ensuring and promoting staff wellbeing, including the use of 1:1 and team debriefs, supervision, coaching, and reflective practice.

Experience of service development and continuous improvement.

Experience of coordinating crisis care with resilience and confidence.

\*Experience of establishing, developing and maintaining effective working relationships with voluntary and statutory partners.

#### Skills / Ability / Knowledge

\*A working knowledge and understanding of psychologically informed working and trauma informed care.

Ability to monitor and report on service financial and key performance targets (KPIs).

\*Knowledge of asset/strength-based approaches to working with people with multiple and complex needs, and a practical and positive approach to future support planning.

Ability to implement a structured, co-produced, high quality support service to clients.

Experience of assessing the risk of vulnerable people.

Understanding of environmental risk, all aspects of health and safety, and the ability to implement policy and protocol.

Knowledge of relevant, mental health, safeguarding and Care Act legislation.

\*A proactive, collaborative and results-driven approach, the ability to lead change, excellent relationship-building skills, and the ability to inspire and motivate others.

**\*A commitment to equality of opportunity and the principles of co-production.**

High levels of competency in using Microsoft Office: Outlook, Word and Excel.