

Person Specification

Experience, skills and knowledge:

- Relevant or recognised qualifications in health, social care, nursing, care, support work - advisory/ advocacy or other relevant profession. (eg Level 3 / 4 equivalent)
- Able to demonstrate over 3 years' experience in a managerial role (or similar) relevant to the requirements and skills of this position.
- Experience of line managing a team, including regular communications, supervision and welfare support.
- Experience of the day-to-day management / operations of a exceptional busy, fast paced service.

- Experience of working within a hospital setting and/or the health and social care sector
- Experience of assessing the needs of and working with vulnerable people, especially those experiencing periods of low mood and/or poor mental health. To provide a person-centred support plan in line with their goals

- An understanding of the issues that can affect those who have had a stay in hospital
- Experience of supporting clients in their own homes
- Comfortable in visiting potential clients on hospital wards
- An understanding of hospital discharge process
- Skilled communicator who can competently and calmly liaise with health and social care professionals and client's family members
- A professional but friendly personal and telephone manner
- An understanding of the need for confidentiality, sensitivity and an empathic, supportive attitude
- Understanding of Safeguarding and processes

- Ability to use IT systems and electronic resources in the provision of advice, administrative support and in preparation of reports / some experience of inputting data on to a database/CRM, though full training will be given - experience in professional case note keeping
- Experience of data analysis, including input and exporting of raw data

- Ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing, and check accuracy of calculations.

- Experience of working in the community, e.g. lone working, at place hub spaces and community venues
- Have excellent interpersonal skills and the ability to assess and support clients using sensitive listening and questioning skills

Personal Attributes:

- Ability to travel across all area's independently by car (travel expenses will be paid)
- To be able to work remotely and independently, as well as working in a dynamic office base – this will require management of time to best suit the needs of the service.
- Excellent time management and the ability to prioritise workload under pressure.
- Knowledge and awareness of lone working, including issues within service provision and understanding how to support the safety of staff.
- To lead by example – to be approachable, impartial, and non-judgemental in your approach to line management and delivery of the service
- Ability to work in a team to ensure a positive working environment and be flexible and adaptable to the needs of the organisation and work requirements.
- Willingness to undertake any relevant training to enhance the role.
- Able to be flexible in working hours and days – occasional work over evenings and weekends and public holidays will be required.
- Creative, enthusiastic, adaptable to changes relating to role and a striving to making the difference to clients we support.

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Please note that you should complete your application form / covering letter considering that it will be scored against the attributes, skills and knowledge listed above

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you might have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.