

PERSON SPECIFICATION

DEPUTY MANAGER

	Essential	Desirable
QUALIFICATIONS	1. Level 3 diploma in Health & Social Care/Management or equivalent	To be working towards or hold a level 5 diploma in Leadership in Health & Social Care or equivalent.
SKILLS & ABILITIES	2. Ability to manage a budget and finances	
	3. Ability to adhere to New Directions' policies and procedures	
	4. Ability to develop and follow through with new ideas	
	5. People management skills	
	6. Able to communicate with a variety of people at different levels including service users, families, carers, staff and external professionals	
	7. To take part in the on-call rota	
	8. Ability and willingness to learn through continuous development	
	9. IT skills eg. email, Word and able to research using the internet	
	10. Ability to conduct oneself professionally and with care and sensitivity towards others	
	11. Ability to communicate clearly and concisely both verbally and in writing	
	12. Ability to establish and maintain high standards for oneself and others	
	13. Ability to work under pressure whilst maintaining professional standards	
	14. Ability to work to deadlines	
	15. Ability and willingness to work as part of a team and to contribute effectively to delegated tasks	
EXPERIENCE & KNOWLEDGE	16. Experience of supervising staff	
	17. Experience of undertaking supervisions and appraisals	

	18. Knowledge of HR policies and procedures	
	19. Knowledge of Health & Safety policies, procedures and risk assessments	
	20. Working knowledge of care plans and outcomes	
	21. Experience of leading, directing and motivating a staff team	
	22. Knowledge of safeguarding policies and current issues	
	23. Knowledge of CQC, funder's requirements and quality standards	
QUALITIES	24. Flexible, able to adapt to changing work priorities at short notice, take on the ideas of others and adapt own way of working	
	25. Able to identify potential problems and ways to solve them using own initiative	
	26. Interested in and committed to the aims and vision of New Directions.	

January 2017