

Person Specification

	Criteria	Essential	Desirable
1	Qualifications and Knowledge		
a	Level 5 Leadership in Health and Social Care qualification	X	
b	Management qualifications, (e.g. ILM, CMI)		X
c	Knowledge of helpful approaches and strategies to support people with learning disabilities		X
d	Understanding of person centred aims and principles and the ability to put these into practice	X	
e	A good understanding of Health and Safety, Safeguarding and First aid regulations and procedures	X	
f	Ability to demonstrate good leadership skills	X	
g	An understanding of the Mental Capacity Act	X	
2	Skills and Abilities		
a	Ability to engage with service users, and to develop and sustain warm and trusting relationships	X	
b	Good verbal communication skills and ability to listen sensitively to others.	X	
c	Good written communication skills.	X	
d	Excellent record keeping skills	X	
e	Proficient in the use of IT applications including Microsoft office and databases.	X	

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2	Skills and Abilities		
f	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service	x	
g	Ability to demonstrate initiative, self-motivation and resourcefulness	x	
h	Ability to liaise in a professional manner with other managers/agencies and to work in a positive way with the families and friends of service users	x	
i	Ability to demonstrate respect for difference and diversity	x	
j	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	x	
k	Demonstrable skills in working effectively with vulnerable people including people who have personal care needs	x	
l	Ability to use helpful communication approaches (e.g. Makaton, BSL, PECS, TEACCH)		x
m	Excellent organisational skills	x	
n	The ability to work under pressure	x	
o	Ability to manage staff resources effectively and efficiently, whilst ensuring the quality of support and care to service users is not compromised.	x	
p	Ability to support and supervise staff and provide on the job coaching, personal development and guidance to all staff to ensure the highest standard of care to all service users at all times.	x	

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3	Experience		
a	A minimum of five years' experience of working with vulnerable people with at least two years in a management capacity	X	
b	Experience of working within the CQC quality framework		X
c	Experience of carrying out comprehensive assessments of individuals care and support needs, including risk assessment. Ability to devise effective individual support plans and risk management plans	X	
d	Experience of working with adults with learning disabilities		X
e	Experience of evaluating, monitoring and reviewing services		X
4	Working Arrangements		
a	Willingness to work flexible hours according to needs of the organisation and service users	X	
b	Willingness to attend training courses and events	X	
c	Willing to accept feedback and guidance and to be accountable to colleagues and managers	X	
d	A willingness to be 'hands on' and support service users when necessary	X	
e	Able to work in the UK	X	