

Streets Ahead (Borders)

Person Specification

Role: *Deputy Service Manager*

Accountable to: *Chief Executive Officer*

Reports to: *Service Manager*

Education / Qualifications:

Essential – Level III Social Care or equivalent, with a commitment to obtaining a Management qualification

Desirable – Nursing or other recognised professional qualification.

Experience:

Essential – Minimum 2 years' experience in a health or social care role, including time in a supervisory role.

Desirable – Proven record of managing staff teams in a dispersed service.

Skills & Knowledge:

Essential –

A good understanding of outcomes-based approaches to supporting people
Assessment and planning skills that put people at the heart of decision-making
Excellent interpersonal and communication skills and the ability to work in partnership with people we support and family carers
Good problem-solving skills
Good time-management skills
Ability to delegate as appropriate
Good administration skills

Desirable –

An understanding of the roles and functions of various agencies involved in supporting people in the community.
An understanding of all relevant legislation.
Counselling skills.
IT skills.

Personal Attributes:

A genuine interest in people, promoting independence and supporting people to lead great lives

Commitment to team working.

A positive and enthusiastic attitude

Flexibility in terms of hours and meeting deadlines.

Ability to work in challenging and stressful situations.

Ability to use own initiative and make decisions.

Solution-focused

Sense of humour and proportion

A reflective practitioner with a positive and enthusiastic attitude

November 2018