

PERSON SPECIFICATION
Sutton Crisis Café Deputy Manager

‘E’ denotes essential criteria which will be used in shortlisting, while ‘D’ denotes desirable qualities or factors.

1. KNOWLEDGE AND EXPERIENCE

- Experience of engaging positively with visitors (using a person-centred approach) and stakeholders involved in their care to form collaborative, warm and empathetic relationships with diverse individuals leading to positive outcomes E
- Experience of confidently and effectively assessing risks and needs, as well as developing appropriate risk management plans E
- Understanding of issues facing people in a mental health crisis, and experience of communicating effectively with people in a mental health crisis to finding safe and positive ways to ‘hold’ and de-escalate situations. Supporting your staff to do the same and managing them in an enabling way so they can safely debrief and learn from such experiences E
- Demonstrable experience of working in and helping with the delivery of services for and with people with mental health and complex needs. (min 1 year) E
- Demonstrable experience of supervising staff and volunteers E
- Understanding of working in partnership with statutory mental health services E
- Experience in responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise D
- Experience of positively promoting organisation/service and creating marketing material. D
- Experience of overseeing training programmes/training needs audits etc D
- In managing and updating policies and procedures D

2. EDUCATION

- 2.1 There are no specific educational or professional qualifications needed for this post. However, applicants must have a good level of literacy and be able to communicate with clients, professionals and carers

3. SKILLS AND ABILITIES

- 3.1 in communicating effectively across cultural boundaries E
- 3.2 in effective time management E
- 3.3 in helping manage a service and working co-operatively as part of a team E
- 3.4 in maintaining the requirements of a confidentiality policy E
- 3.5 in working independently and taking initiative E
- 3.6 in effectively using IT including case management systems, excel and equivalent E

- 3.7 in speaking and writing fluent English and explaining information face to face, over the 'phone and in writing E
- 3.8 in keeping accurate and concise records E

4. PHYSICAL REQUIREMENTS

- 4.1 Sufficiently healthy and physically able to carry out the duties in the job description. The premises has a lift to the first floor but some rooms are only accessible by a short flights of (3 or 4) stairs E

5. OTHER

- 5.1 Be able and willing to work the hours required, as needed bearing in mind that this service operates 365 days a year, 7 days a week, in the evenings. E