

**PERSON SPECIFICATION**  
**Sutton Crisis Café 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 managing the operational delivery of services for and with people with mental health and complex needs (min 1 year). E
- Experience of creating a staff rota and dealing with gaps due to unexpected staff sickness (including taking personal responsibility to cover if necessary) etc. E
- Demonstrable experience of recruitment, induction, supervision, motivation, appraisal, training, disciplinary and grievance issues (min 2 years). E
- Experience of performance monitoring, delivering KPIs and consistently high service user standards. 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. E
- Experience of positively promoting organisation/service at external events, including delivering presentations and creating marketing material. D
- Experience of working with BAME communities and young people. D
- Knowledge of relevant legislation, eg Community Care, Mental health, Health and Safety and welfare benefits legislation. 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

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| 3.1 | In communicating effectively across cultural boundaries  | E |
| 3.2 | In effective time management   | E |
| 3.3 | In managing a service and working co-operatively as part of a team   | E |
| 3.4 | In effectively managing budgets  | E |
| 3.5 | In maintaining the requirements of a confidentiality policy  | E |
| 3.6 | In working independently and taking initiative   | E |
| 3.7 | In effectively using IT including case management systems, excel and equivalent                                | E |
| 3.8 | In speaking and writing fluent English and explaining information face to face, over the 'phone and in writing | E |
| 3.9 | In writing clear and concise records and reports   | E |

### 4. PHYSICAL REQUIREMENTS

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| 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 flight of (3 or 4) stairs. | E |
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### 5. OTHER

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| 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 |
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