**Person Specification**

**Job Title: Group Services Manager**

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| **Essential** | **Desirable** |
| **Experience** |  |
| Experience of providing accurate and good quality monitoring reports which include both output and outcome measures | Experience of conducting service user assessments |
| Experience of managing clearly defined projects within a wider organisation |  |
| Significant experience of delivering services to people with a range of complex issues |  |
| Experience of working with vulnerable individuals or families to make real life positive changes |  |
| Experience of working within the voluntary or statutory sector |  |
| Experience of working with partner organisations at an operational level |  |
| Experience of recruitment and managing staff and volunteers |  |
| Experience of developing and growing services |  |
| **Knowledge and Understanding** |  |
| Understanding of voluntary sector projects, how they are funded, managed, monitored and evaluated | Knowledge of the needs of High Intensity Users |
| Knowledge of Safeguarding vulnerable adults | Understanding of evidence based practice models |
| Understanding of how to effectively risk assess service users and to identify deteriorating well-being |  |
| Knowledge of mental health services and referral pathways. |  |
| **Skills and Abilities** |  |
| Proven ability to work on your own initiative and manage a busy workload, identifying potential problems and applying the appropriate solutions |  |
| Able to develop and maintain effective and credible relationships with stakeholders at all levels |  |
| Ability to maintain clear boundaries with staff and service users |  |
| Excellent written and verbal communication skills with the ability to present information to a wide range of audiences |  |
| Excellent leadership skills, with a proven ability to support staff and volunteers at an operational level |  |
| Ability to assess and mitigate against project risks |  |
| Ability to look objectively at services to make appropriate changes and developments |  |
| Ability to work with and report to commissioners on funded projects |  |
| **Personal Attributes** |  |
| Conscientious approach to service delivery |  |
| Flexible approach to working hours |  |
| Non judgemental approach to people |  |
| An adaptable and positive approach to work |  |
| Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary |  |

\* **Experience** – you should be able to draw on four or five different examples you could use to describe your experience

**Significant experience** – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time