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**MIND IN CROYDON**

**PERSON SPECIFICATION**

**Recovery Space (crisis café) Manager**

Listed below are the qualities or factors required of candidates for the post of Recovery Space (crisis café) Manager. ‘E’ denotes essential criteria which will be used in shortlisting, while ‘D’ denotes desirable qualities or factors.

**1. KNOWLEDGE AND EXPERIENCE**

1.1 Experienced in people management including supervision, appraisal, supporting the training and development needs of team members, managing disciplinaries and grievances, and helping with recruitment (in collaboration with HR). It is preferred that you will have a minimum 2 years' management experience E

1.2 At least a year gained in mental health in either a paid or voluntary

 capacity E

1.3 Ability to engage positively with clients (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

1.4 In negotiating successfully on behalf of clients with other professionals E

1.5 Of acquiring knowledge of services available to clients, forging links with local agencies and other providers and being innovative in seeking out services D

1.6 Communicate effectively with people in a mental health crisis and be experienced in confidently and effectively assessing risk and needs, as well as developing appropriate risk management plans E

1.7 Experienced in effectively engaging, communicating and working positively in partnership with statutory (eg South London and Maudsley NHS Foundation Trust and Croydon University Hospital A&E Department) and agencies to promote the service E

1.8 Experience of managing the operational delivery of a non-clinical service is desirable D

1.9 Experience of providing verbal and written feedback on progress to eg funders, Board members E

1.10 Experience of monitoring and evaluating systems and stats and providing comprehensive reports, including achieving KPIs E

1.11 Good communication skills (oral and written) and self-sufficiency in dealing with own correspondence (eg letter and report writing) E

1.12 Of being pro-active in promoting the service eg by giving talks,

 answering queries etc. D

1.13 Of maintaining records using a database/excel and analysing stats for presentation to Commissioners E

1.14 An understanding of the principles, philosophy and practical applications of the Person Centred Approach E

1.15 Understanding of issues facing people in a mental health crisis, and experience of dealing with them and finding safe and positive ways to ‘hold’ this 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

1.16 An understanding of the issues faced by individuals from minority groups E

1.17 Experience in responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise E

1.18 Experience of ensuring written details are kept to feed back to the next days’ staff team and help deal with subsequent issues E

1.19 Expertise in creating a staff rota and dealing with gaps due to unexpected staff sickness (including taking individual responsibility to cover if necessary) etc E

**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 E

**3. SKILLS AND ABILITIES**

3.1 in communicating effectively across cultural boundaries E

3.2 in effective time management E

3.3 in working co-operatively as part of a team E

3.4 in maintaining the requirements of a confidentiality policy D

3.5 in working independently and taking initiative E

3.6 a sound and proficient level of IT literacy 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 writing clear and concise records E

**4. PHYSICAL REQUIREMENTS**

* 1. Sufficiently healthy and physically able to carry out the duties in the job description. Activities can be in buildings with multiple floors and no lift. We are always happy to make adaptations where reasonable. E

**5. OTHER**

* 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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