

Person Specification

Manager – Support Pathways Service

1 Knowledge and Skills

1.1 Must have at least three years' experience of managing paid staff or volunteers in a learning disabilities setting.	Essential
1.2 Must have proficient administrative skills and be able to: <ul style="list-style-type: none"> • Operate office equipment and procedures • Word process and use general ICT skills • Demonstrate good written skills and experience in producing written materials for external audiences 	Essential
1.3 Must be able to demonstrate understanding and experience of working with diverse communities.	Essential
1.4. Must have organising skills with three years' experience of: <ul style="list-style-type: none"> • Planning, prioritising and allocating work • Convening and hosting meetings • Facilitating discussion at meetings 	Essential
1.5 Must be able to demonstrate capacity to communicate and work with a diverse range of people in local communities and representatives of voluntary and statutory agencies, and to recognise the importance of working with discretion, integrity and complete confidentiality.	Essential
1.6 Must be able to work in dynamic and changing circumstances.	Desirable
1.7 Must be able to get on with people, and to work independently as well as in a team.	Essential
1.8 Must be able to demonstrate knowledge and understanding of the issues faced by learning disabled people and their carers.	Essential
1.9 Must have at least three years' experience of project management.	Essential

2 Management and Supervision

2.1 Must be able to supervise staff and volunteers to ensure that project milestones are met and that meetings and events are successful.	Essential
2.2 Experience of conducting disciplinary procedures including including carrying out investigations and recording in line with organisational policies and procedures.	Essential

3 People and Contacts

3.1 Ability to act diplomatically, to use written and verbal communication skills to explain current legislation and other complex matters to service users, and to highlight their issues to senior managers, health and social care partners and commissioners.	Essential
3.2 Ability to work reliably and responsibly as a member of a team with internal and external colleagues, demonstrating cross-boundary working, and with partners to achieve organisational goals.	Essential
3.3 Motivated and able to work with partner organisations in relation to planning and service development.	Essential

4 Accountability and Resources

4.1 Evaluating performance against quality standards.	Essential
4.2 Monitoring the project and working towards achieving agreed outcomes.	Essential
4.3 Ensuring activities are meeting targets outlined in the service specification.	Essential
4.4 Ensuring records are up to date and accurate.	Essential
4.5 Ensuring budgets are managed and records are up to date and accurate.	Essential

5 Job Impact

5.1 Determination to seek to improve quality of performance.	Essential
5.2 Ability to deliver services to individuals from diverse communities.	Essential
5.3 Ability to demonstrate values in line with organisational Mission Statement.	Essential
5.4 Willingness to visit service users.	Essential

6 Creativity and Innovation

6.1 Ability to provide consistent information and statistics to support senior management, writing reports as necessary.	Essential
6.2 Ability to speak in public, make presentations at events and display information effectively.	Essential
6.3 Ability to plan, organise and manage activities in a logical and consistent manner, using appropriate information systems and tools e.g. work schedules and charts.	Essential
6.4 Ability to monitor and evaluate performance.	Essential

7 Independence and Judgement

7.1 Ability to work with minimum supervision using initiative, multi-tasking, thinking on your feet, and responding to urgent situations.	Essential
7.2 Ability to identify problems, analyse the relevant factors and through the use of appropriate information, suggest effective solutions.	Essential
7.3 Ability to accept responsibility for meeting service users' needs, demonstrating flexibility and pride in delivering work of the highest quality, working to deadlines and under pressure.	Essential

8 Other Attributes

8.1 Supervising volunteers.	Essential
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9 Legislations

9.1 Equal Opportunities	Essential
9.2 Health and Safety	Essential
9.3 Learning disability legislation and strategy	Essential

Other Requirements

All staff employed by Midland Mencap will:	
<ul style="list-style-type: none">• Recognise their duty of care to all service users and the public	Essential
<ul style="list-style-type: none">• Agree with the organisation's values and ensure that they are complied with at all times	Essential
<ul style="list-style-type: none">• Demonstrate understanding and belief in Midland Mencap's values	Essential

The person appointed to this post will also:

<ul style="list-style-type: none">• Have enhanced level clearance from CRB	Essential
<ul style="list-style-type: none">• Be available for occasional evening meetings and weekend events	Essential

