

**Person Specification**

**Team Leader**

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The *Essential Requirements* indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under *Desirable Requirements* are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

**Knowledge** *relates to specific skills, information acquired by candidates through practical experience and key competencies that may be required i.e. numeracy skills, dealing with challenging situations etc.*

**Experience** *is more education/training focused. Courses undergone in relevant subjects – NVQs, degree, post grad etc. In order to avoid age discrimination, manager can state degree or relevant working experience in xyz.*

***Key:*** AF = Application form. I = Interview. R = Reference.

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| **Criteria** | **Essential** | **Desirable**  | **Assessment** |
| **Knowledge** |  |  |  |
| Remain up to date with changes in best practice and available support mechanisms related to supporting those who are Rough Sleeping / Homeless. | **E** |  | **AF/I** |
| Up-to-date knowledge of welfare rights that may affect vulnerable client groups, able to advise clients on these resources and how to access them.  | **E** |  | **AF/I** |
| Good knowledge of alcohol, drugs and issues around addiction, harm minimisation and relapse management |  | **D** | **AF/I** |
| Good knowledge of mental health and wellbeing needs of those who have complex histories. |  | **D** | **AF/I** |
| Knowledge on best practice for supervision and management of teams or willing to learn. | **E** |  | **AF, I, R** |
| **Skills** |  |  |  |
| Able to identify, develop and maintain strong, effective and beneficial partnerships with relevant external agencies and team members. | **E** |  | **AF, I, R** |
| Excellent crisis management skills and ability to deal with confrontational and stressful situations as a manager to deescalate and manage the team and clients. | **E** |  | **AF, I, R** |
| Ability to communicate and develop excellent Relationship Building approaches to the benefit of the support worker and client – ensuring consent and control to the client to access external services. | **E** |  | **AF, I, R** |
| Develop and sustain effective and positive working relationships with a diverse range of partners to ensure positive outcomes for clients – advocacy work. | **E** |  | **AF** |
| Strong written and verbal communication skills. IT skills necessary to undertake all administrative and reporting requirements | **E** |  | **AF, I, R** |
| Able to manage workload to meet a range of conflicting deadlines – and to support service manager | **E** |  | **AF, I** |
| Ability to engage and build productive and trusting relationships with vulnerable clients | **E** |  | **AF, I, R** |
| Commitment to extending own professional competence and knowledge, and proactively contribute to continuous improvement and development of the service. | **E** |  | **AF, I, R** |
| Have a “whatever it takes and never give up” approach to both your support and partnership working – unconditional positive regard! | **E** |  | **AF, I**  |
| Have a track record of excellent support work and good practice – to extend in moving into management position | **D** |  | **AF/R/I** |
| **Experience** |  |  |  |
| Appropriate experience working directly with vulnerable adults with chaotic, complex and entrenched behaviour patterns to motivate and inspire positive change  | **E** |  | **AF/R/I** |
| Experience of managing team |  | **D** | **AF/R/I** |
| Experience of delivering psychologically informed /TIC/strengths-based support |  | **D** | **AF, I, R** |
| Experience of identifying support needs and risk issues involving clients and the ability to create bespoke support packages.  | **E** |  | **AF/I** |
| Relevant qualification or demonstrable experience in a paid or unpaid capacity in providing support to people with multiple and complex needs. |  | **D** | **AF/I** |

**Equal Opportunities**

All employees have a legal and moral responsibility to ensure that Stonepillow’s workplace is free from discrimination, harassment and bullying.

**Stonepillow Values**

All staff at Stonepillow are expected to work according to our six values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

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| **Inclusive*****Valuing diversity*** * The smallest minority is the individual.
* We respect and value people for who they are, and believe that by giving people a voice, and listening to what they have to say, we all benefit.
* We are open and value differences to ensure we maintain our professional boundaries
* We look to involve our clients, volunteers and staff in all we do, and where we see it, we challenge discrimination.
* We believe in giving people at all levels a voice in decisions.
* Giving every individual the chance to achieve their potential free from prejudice and discrimination.
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| **Innovative*****Innovation and quality*** * Open to change.
* In our thoughts, words and actions we look for ways to innovate and develop our services
* We are constantly listening and learning.
* Inspire and motivate colleagues and clients to be part of the continued success of Stonepillow
* Come across as proactive and innovative in coming up with new ideas and creative solutions; build positively on the ideas of others
* Constructively challenge the status quo, identifying opportunities to do things better and grow our organisation.
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| **Accountable*****Being professional*** * Understand how your work contributes to Stonepillow’s overall aims, fully embracing their role and responsibilities in helping us achieve a positive future for our clients
* Take personal responsibility for achieving your best or if mistakes are made.
* Be ambitious, setting clear and challenging goals; help and motivate others to achieve results.
* We take responsibility for our actions, keeping people informed and always do what we’ve said we’ll do.
* We take on board feedback and evaluate your results and impact as we strive to improve.
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| **Focused*****Being client focused and working collaboratively**** Take considered and balanced decisions in the interests of the clients we support
* Respond to stakeholder needs and feedback, putting clients at the heart of all we do and involving them in decisions that affect them
* Actively collaborate and work well with others across and outside the organisation, seeking ways to support each other’s work
* Share knowledge, information, and best practice with colleagues; seek to learn from other areas of the business
* Focus your time and energy on the tasks that are highest priority
* Track progress against targets and focus on delivering results in unity with partnerships and stakeholders
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| **Kindness*****Respectful and kind**** We are approachable, actively offering help and support to others
* We are respectful and kind to others - it reflects in our key ethics
* Show interest in and empathy for others, respecting all colleagues, volunteers, and clients as individuals
* Active humility - Admit mistakes and be willing to ask for help and support when needed - personal growth is a key ingredient to kindness
* Actively listen, encouraging others to contribute their views; be open to suggestions from others, regardless of who they are
* Commit to learning new skills that will develop your approach and your commitment to unconditional positive regard.
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Language skills and a full UK or equivalent driving license are beneficial, but not essential.

**The following are required of all roles with Stonepillow. However, you do not need to address these in your application.**

 Genuine interest in and commitment to Stonepillow’s work and client group.

 An understanding of and commitment to diversity, inclusion & equality

 Willingness and ability to work shifts including evenings, weekends.

 Willingness to work flexibly in response to changing organisational requirements.