**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** |