



Personalised Care Service Manager

Person Specification

| Essential | Desirable |
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| Education/qualifications: | |
| <ul style="list-style-type: none"> - Qualification to degree level - Demonstrable experience of client focused service delivery in a community or clinical setting - Demonstrable commitment to continuing professional development | <ul style="list-style-type: none"> - Certificate in clinical supervision - Professional certification in a relevant field for example management, HR, Public Health. |
| Experience: | |
| <ul style="list-style-type: none"> - Minimum of 2 years staff management in a health or social care setting - Demonstrable experience of developing and delivering quality community projects or services - Delivering motivational and person-centred support to people with complex needs - Managing and dealing with safeguarding issues - Experience of managing a team holding caseloads of clients with multiple and complex needs - Basic data collection (with understanding of the reasons for collecting data) and experience of using and maintaining databases and client notes - Experience of developing and maintaining relationships with a range of stakeholders and partners across different sectors | <ul style="list-style-type: none"> - Knowledge and understanding of personalised care approaches and public health agendas - Experience of managing and reporting against financial targets and budgets - Managing change and the introduction of new processes - Basic review of data collected to identify trends and needs analysis |
| Knowledge and understanding: | |

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| <ul style="list-style-type: none"> - An understanding of social prescribing and the value of non-clinical services to support people with health and care needs - An understanding of the social determinants of health | <ul style="list-style-type: none"> - Understanding of trauma informed practice and how this can be embedded in services - Knowledge of the principles of managing risk in a health and care context |
| Skills and abilities: | |
| <ul style="list-style-type: none"> - Excellent written and presentation skills, including the ability to communicate and engage with a range of audiences. - Ability to deal with complex and difficult emotional situations and manage appropriate professional boundaries. - Highly organised and efficient with excellent attention to detail. - Able to manage and prioritise fluctuating workload to meet deadlines and respond to need. - Able to drive with access to own vehicle. | |
| Personal attributes: | |
| <ul style="list-style-type: none"> - Strong leadership and interpersonal skills with the ability to communicate with a wide range of stakeholders. - Ability to listen, empathise and support people without judgement. - Experience of working with people from diverse backgrounds with varying levels of need. - Personal emotional resilience with the ability to identify when extra support is needed - High degree of empathy, diplomacy, honesty and integrity. - Assertive and confident challenging colleagues in a positive and supportive way. | |