**Onside Independent Advocacy**

**Person Specification**

**Wellbeing Services Manager**

**Qualifications**

**Essential:**

* Educated to degree or equivalent level experience

**Desirable:**

* Relevant Supervisory/Line Management qualification
* Counselling or other relevant mental health or therapeutic qualification

**Experience**

**Essential:**

* Demonstrable experience in a role managing service delivery within a varied, multi-disciplinary environment with a proven ability to deliver outcomes against a range of deliverables
* Demonstrable experience of managing the provision of services within health or therapeutic settings
* Experience of working with or managing services within mental health care provision
* Demonstrable experience identifying, developing and managing key relationships
* Experience in managing and supervising staff; encouraging and motivating them to achieve at the highest level
* Experience of providing advice guidance and professional support to staff working within mental health or related settings
* Previous experience of budget management and cost control
* Experience of managing contracts/SLA’s and the monitoring and reporting of these

**Desirable:**

* Experience of setting up and developing new teams or services

**Skills**

**Essential:**

* Motivating, engaging and enthusing staff and colleagues
* Outstanding communication and interpersonal skills
* Strong mentoring and coaching skills
* Counselling or therapeutic skills
* Excellent planning and project management skills
* Prioritisation of activities and excellent time management skills
* Logical approach to problem solving and ability to develop solutions based on evidence and reasoned argument
* Able to generate innovative/flexible ideas and develop creative solutions
* Confident networker able to liaise and network with a wide range of people and organisations
* Excellent influencing, negotiating and management skills
* Competent in ICT including Excel and Powerpoint
* Good report writing and presentation skills tailored to a wide range of audiences
* Able to maintain effective monitoring and evaluation processes

**Knowledge**

**Essential**

* Knowledge and understanding of counselling and therapeutic practices and approaches
* Knowledge of key issues within services designed to improve health and wellbeing
* Knowledge and understanding of current mental health provision and practice
* Effective tools and techniques for project planning and time management
* Systems and processes to ensure effective service delivery and development
* Essential requirements for managing and delivering services which empower service users
* Understanding the key issues affecting the lives of people experiencing mental ill health and disadvantage
* Understanding of advocacy, community engagement services and their role and value
* Contract monitoring and reporting processes
* Budgets and financial management processes and systems
* Issues relating to people facing disadvantage or exclusion
* Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities
* Understanding of the voluntary and community sector and the environment in which it operates

**Desirable:**

* Knowledge of frameworks, systems, processes and culture within primary health care
* Knowledge of the principles and practices of social prescribing services
* Knowledge of data management systems within healthcare settings
* Relevant legislation including Employment Law, Health and Safety, Data Protection Equal Opportunities

**Other Requirements and Personal Attributes**

**Essential**

* Creative, lateral thinker
* Resilient
* Positive outlook, seeing opportunities
* Sees potential in people/situations
* Enthusiastic, passionate and driven
* Self confident and Assertive
* Encouraging, supportive and caring
* Committed to principles of social justice
* Committed to equality of opportunity and promotion of diversity
* Able to travel throughout the counties of Worcestershire and Herefordshire
* Access to own transport
* Able to work with some flexibility to accommodate occasional out of hours working

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**