



Person Specification

Job Title

Residential Services Deputy Manager

Qualifications



Essential

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| • Level 5 NVQ in Health and Social Care or equivalent or be willing to work towards this qualification. | A/I |
| • Level 5 NVQ in Leadership & Management or equivalent or be willing to work towards this qualification. | A/I |
| • Level 2 English and Level 1 Maths | A/I |

Key skills

Essential

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| • Proficiency in Microsoft Office applications i.e. outlook, word, excel | A/I |
| • Good standards of verbal and written communication | A/I |
| • Ability to prioritise and manage own time to meet required deadlines | A/I |
| • Ability to work collaboratively with a multi-disciplinary team in a challenging and pressured environment | A/I |
| • Ability to demonstrate empathy and react with sensitivity having regard to individuals' wishes | A/I |
| • Experience and ability to effectively manage staff scheduling | A/I |

Desirable

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| • Recruiting, inducting and developing individuals and teams. | A/I |
| • Ability to use a range of helpful communicative techniques (E.g. Makaton, PECS, TEACCH System, etc.) | A/I |

Experience

Essential

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| • Working as part of a team | A/I |
| • Experience of line management and coaching and mentoring | A/I |

Desirable

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| • Experience working with people with challenging and complex needs and disabilities. This includes physical disabilities, learning disabilities, autism and challenging behaviour | A/I |
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Knowledge

Essential

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| • Understanding the need for Confidentiality / Data Protection Regulations | A/I |
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Desirable

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| • Knowledge of safeguarding children and adults' procedures | A/I |
| • Understanding of person-centred care | A/I |
| • Understanding of complex care needs for young people to adults | A/I |
| • Good understanding of the CQC regulatory responsibilities | A/I |
| • Knowledge of the Mental Capacity Act, Care Act 2014, DoLs, Health & Social Care Act 2008, Health & Safety at Work Act and their applications to work practice. | A/I |

Other personal requirements

Essential

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| • Flexibility to work the hours and days to meet the varying needs of the service. This potentially will include early mornings, evenings, occasional weekends | A/I |
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and availability for on-call rota

- A respectful and inclusive attitude when working with all stakeholder groups.

Desirable

- Access to a vehicle

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✓ How we intend to assess your match with our person specification

A Application Form

C Assessment Centre

I Interview