

PERSON SPECIFICATION FOR DEPUTY MANAGER - DRIVER

This person specification has been drawn up from the job description for this post and describes the knowledge, skills and attributes that are essential or desirable for the job.

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training (i.e. the level of education & professional development that the job requires)	<ul style="list-style-type: none"> Level 2 Social Care qualification. (Minimum essential requirement) Level 3 Social Care qualification in line with the organisation's Strategic Aims or a commitment to complete the qualification within an agreed timeframe. Willingness to work towards a Level 5 Social Care Qualification as required. 	<ul style="list-style-type: none"> Appropriate Level 5 Social Care qualification
Legal Requirements	<ul style="list-style-type: none"> To achieve and maintain a satisfactory Enhanced Disclosure and Barring Service Certificate Ability to provide evidence of right to work in the UK Must be 21 or over and have held a full manual driving licence valid for driving in the UK for a minimum of 2 years as per Walsingham Insurance requirements. 	
Experience (i.e. the quality or quantity of different experiences that the job requires)	<ul style="list-style-type: none"> Reasonable experience of working at a supervisory level in a care/support setting within the last 3 years 	
Knowledge, skills & competencies (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance)	<ul style="list-style-type: none"> Knowledge and understanding of The Health & Social Care Act (particularly the Essential Standards of Quality & Safety in England and / or Care Standards Regulation in Wales) and other legislation relevant to the running of the service Ability to demonstrate clear communication skills both verbal and written Good numerical skills Ability to monitor service budget Experience of coaching and mentoring Good people management skills Good conflict management skills Good interpersonal skills Good listening skills Good level of team skills, but also possess the ability to work on their own Good organisational skills Good planning, prioritising and monitoring skills Ability to work under pressure Ability to set and work to deadlines Good decision making skills Computer literate, skilled in using Microsoft Office - particularly Word, Excel, Outlook and the Internet 	<ul style="list-style-type: none">
General attributes (i.e. aspects of the personality & beliefs that are required to carry out the post effectively)	<ul style="list-style-type: none"> Ability to deal with confidential material appropriately Ability to build and maintain relationships internally and externally with a variety of professional contacts. Ability to support, empower and promote the rights of people with learning disabilities Demonstrates a commitment to Walsingham's Vision, Mission and Ethos and Values. Ability to take the initiative and lead where appropriate Ability to recognise, challenge and remedy bad practise 	
Other	<ul style="list-style-type: none"> Ability to adapt working style to meet needs within an ever changing environment Ability to carry out appropriate physical aspects of the role such as using hoists, pushing wheelchairs, supporting service user activities etc. Ability to work a variety of shifts across a 24 hour day, 7 day week, 365 day year rota Ability to support service users on holidays both in the United Kingdom and abroad Ability to travel independently to various locations across the organisation for training, meetings, cover etc., that may involve overnight stays 	

COMPETENCIES OF ROLE

COMPETENCY	EXPECTATIONS
<p>Achieving Results: Prioritising / Planning & Business Development: Identifies how a person works to meet their targets, support their own and team / organisational objectives & actions and works towards a high standard of service delivery</p>	<ul style="list-style-type: none"> • Knows what is required in their role, follows policy, local practice and any external requirements (e.g. commissioners, regulation etc.) • Gives feedback to the manager on how things can be done better and always looks to improve things. • Monitors and works towards actions within service and organisation plans or targets to ensure their achievement. • Is able to prioritise workloads and plan their own tasks and their team's tasks effectively. • Supports their manager in achieving targets that will help achieve the organisation's strategies / aims. • Has a strong understanding of quality, works to achieve a high standard of care and always presents themselves positive as a member of Walsingham to ensure the organisation's image is a positive one.
<p>Values / Equality and Diversity Demonstrates and evidences treating everyone as equals recognising everyone's own skills, qualities & individuality.</p>	<ul style="list-style-type: none"> • Can adapt how they behave according to who they are interacting with e.g. internal employees, people we support, families, commissioners, inspectors etc. • Is able to support other to understand and meet the needs of people we support • Promotes person centeredness in all aspects of their work. • Supports the development of person centred plans and monitors plans and goals. • Is able to review information and interpret this in ways that are appropriate to the individual and colleagues.
<p>Meeting Customer Needs & Achieving Outcomes This promotes Walsingham values and ethos through a desire and willingness to respond effectively and efficiently to the needs of internal and external customers. Continually looking to improve quality and achieve outcomes.</p>	<ul style="list-style-type: none"> • Takes responsibility for dealing with customer concerns or needs even when not within their area of work • Always presents a positive and professional response to all customers. • Delivers a high standard of service to the customer, but also listens to feedback and seeks to continuously improve.
<p>Problem Solving & Decision Making The ability to view a problem positively, seeking and presenting solutions with a view to learning to improve future practice. An ability to make informed decisions and seek advice and support to make decisions where required.</p>	<ul style="list-style-type: none"> • Has a focussed approach to understanding/analysing and solving problems. • Work with colleagues and managers to develop and implement solutions showing the ability to engage everyone in caring about the issue and solution. • Knows what information is needed for people to be able to make informed decisions and / or choices
<p>Relationships and Teamwork The ability and desire to work in harmony with colleagues across Walsingham, seeking positive outcomes & solutions and working towards agreed targets and objectives. Supporting colleagues and taking on appropriate levels of accountability and responsibility. Able to communicate effectively to everyone both internally and externally</p>	<ul style="list-style-type: none"> • Can identify people's strengths and weaknesses, support them in using their strengths and help them develop the gaps. • Supports colleagues equally, ensuring that each person feels valued. • Appropriately delegates providing opportunities for people to develop their competence. • Facilitates a team approach, leading by example and builds effective relationships with colleagues.
<p>Technical Knowledge The ability to understand the remit of the role and evidence the technical knowledge and ability required within that role.</p>	<ul style="list-style-type: none"> • Has a good understanding of social care and the needs of the people supported within that model. • Has a good understanding of employee relations and managing conflict • Is able to apply their own knowledge & skills to support colleagues and creates an environment of excellence that promotes continuous learning & development.
<p>Learning from experience and developing practice The ability to improve own practices through reflective review and to analyse own performance to inform future development. Is committed to learning and developing own practice as well as supporting development in others.</p>	<ul style="list-style-type: none"> • Takes opportunities for professional development when they arise. • Engages fully in supervisions to develop their own understanding of continuous improvement and support others in this area. • Is able to reflect to identify own areas of strength and weakness, aspects that need to be improved and how to achieve such improvements.
<p>Leadership Organising a group or groups of people to achieve a common goal.</p>	<ul style="list-style-type: none"> • Manages a small team within an office or service setting. • Ensures that each team member is competent to undertake their role and works to promote excellence through carrying out their role. • Ensures the smooth day to day running of the function or service within the requirements of their role • Works effectively to deliver the requirements of the service or function. • Actively supports their manager and seeks ways of improving service delivery through promoting innovation and initiatives within their team.