

PERSON SPECIFICATION

Deputy Manager – Netley House

Field	Detail
Post	Deputy Manager
Department	Operations
Reports to	Registered Manager

How the Criteria May Be Assessed

Key: A = Application form, I = Interview, T = Test/Task, C = Certificates/Documentary evidence, R = References

Person Specification Criteria

Domain	Essential	Desirable	Assessment Method
Qualifications and Training	Level 3 Diploma (or equivalent) in Health and Social Care, Adult Care, or a related field.	Level 5 Diploma in Leadership and Management (or equivalent), or willingness to work towards	A, C
Qualifications and Training	Willingness and ability to complete all mandatory, statutory and service-specific training relevant to the role	Additional leadership, coaching, supervision or people management training/ qualifications.	A, I, C
Experience	Substantial experience working in CQC regulated adult social care in mental health services or a related care environment supporting people with complex needs.	Experience in a community-based residential mental health setting supporting people with emotionally unstable personality disorder (EUPD), trauma histories, care leaver backgrounds or complex relational needs.	A, I, R

Experience	Experience of leading shifts, supervising staff and contributing to the safe day-to-day running of a care service.	Experience of formally managing performance, conducting supervision/appraisal, supporting capability processes or undertaking delegated management responsibilities.	A, I, R
Experience	Experience of administering, recording, checking or overseeing medicines in a care setting in line with policy and safe practice requirements.	Experience of medicines audits, error review, stock reconciliation or oversight of controlled drug processes where relevant.	A, I, R
Experience	Experience of safeguarding practice, incident reporting, risk management and multi-agency communication.	Experience of leading investigations, safeguarding referrals, learning reviews or service improvement actions.	A, I, R
Experience	Experience of maintaining accurate records, care plans, risk assessments and service documentation.	Experience of audits, quality assurance systems, action planning or preparation for external inspection/monitoring.	A, I
Knowledge	Working knowledge of key adult social care legislation and regulation relevant to the role, including the Care Act 2014, Mental Capacity Act 2005, Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Equality Act 2010, Health and Safety at Work etc.	Knowledge of the CQC Single Assessment Framework, quality statements and evidence expectations for adult social care.	A, I

	Act 1974, and UK GDPR / Data Protection Act 2018.		
Knowledge	Knowledge of safeguarding adults procedures, mental capacity, consent, best-interest decision-making and least restrictive practice.	Understanding of Deprivation of Liberty Safeguards (DoLS), trauma-informed approaches, relational security and psychologically informed practice.	A, I
Knowledge	Knowledge of person-centred care, positive risk-taking, recovery-focused support and anti-discriminatory practice.	Knowledge of co-production, strengths-based support and culturally responsive care.	A, I
Skills	Good interpersonal and communication skills, including the ability to communicate clearly with residents, families, colleagues and professionals.	Confident professional report writing and presentation of information for senior managers, regulators or commissioners.	A, I, T
Skills	Ability to lead staff positively, set expectations, provide guidance and respond calmly under pressure.	Ability to coach others, challenge poor practice appropriately and support reflective learning in teams.	A, I
Skills	Ability to assess and manage risk, prioritise workload, maintain oversight of competing demands and use sound judgement.	Ability to analyse trends, use audit findings and contribute to service improvement planning.	A, I, T
Skills	Basic computer literacy, including the use of email, Word, Excel and electronic care recording	Confidence in producing reports, trackers or quality monitoring documentation.	A, I, T

	or related digital systems.		
Skills	Experience in supporting individuals to achieve their milestones and life goals and uses positive reinforcement to motivate individuals in celebrating their progress.	Experience in supporting individuals and teams with planning and delivering goal setting and milestones for the people we support including reviewing and measuring their achievements.	A, I, T
Behaviours and Personal Attributes	Professional, reliable and able to maintain appropriate boundaries, confidentiality and accountability.	Consistently demonstrates mature leadership presence and credibility with internal and external stakeholders.	A, I, R
Behaviours and Personal Attributes	Able to work with empathy, respect and consistency, and to uphold dignity, inclusion and residents' rights.	Demonstrates high emotional intelligence, strong self-awareness and the ability to remain relationally consistent in complex situations.	A, I
Behaviours and Personal Attributes	Motivated to achieve high standards, open to feedback and committed to continuous learning and improvement.	Actively contributes to a positive learning culture and service development.	A, I
Behaviours and Personal Attributes	Able to use initiative, remain organised and work flexibly in response to service need.	Able to manage ambiguity and change while keeping oversight of quality and safety.	A, I
Other Requirements	Able to work flexibly across shifts, including weekends, bank holidays, nights if required, and to participate in an on-call rota, subject to	Full UK driving licence and willingness to travel as required by the role.	A, I

	organisational arrangements.		
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