

## PERSON SPECIFICATION

### POST: DEPUTY MANAGER – HOME SUPPORT

Please ensure that you show **how** you meet the following requirements when completing your application form.

ESSENTIAL REQUIREMENTS	
<b>Experience</b>	
1.	Proven experience in managing or supervising teams within a care or support service setting.
2.	Experience in service coordination or rostering.
3.	Experience in handling safeguarding concerns and incident reporting.
<b>Knowledge &amp; Skills</b>	
1.	Sound knowledge of CQC standards, safeguarding principles, and care legislation.
2.	Strong leadership and people management skills, including conducting supervisions and appraisals.
3.	Proficient in using database systems and rostering software.
4.	Ability to coordinate rotas and allocate staff efficiently to meet service needs.
5.	Excellent organisational and multitasking skills.
6.	Ability to work independently and as part of a team.
7.	Strong verbal and written communication skills.
8.	Confident in dealing with customers, families, and professionals.
9.	Awareness of GDPR and the importance of maintaining confidentiality.
<b>Personal Attributes</b>	
1.	Person-centred approach with a genuine commitment to supporting older people.
2.	Flexible and adaptable in responding to service needs and emergencies.
3.	Calm and professional under pressure.
4.	Positive, proactive, and solution-focused.

5.	Reliable and trustworthy with a strong sense of responsibility.
	<b>General requirements</b>
1.	Commitment to respecting and upholding the rights of our clients.
2.	A commitment to anti-discriminatory practice and to upholding the values of equality and diversity.
3.	Willingness to undertake further training relevant to the role, including safeguarding, health & safety, and leadership development.
	<b>DESIRABLE CRITERIA</b>
1.	Relevant qualification in Health and Social Care.
2.	Experience of working within a charity or non-profit organisation.
3.	Marketing or recruitment experience.