

PERSON SPECIFICATION

Service Manager

Essential: E
Desirable: D

1. Experience

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| 1. Must be able to demonstrate an understanding of mental health issues | E |
| 2. Experience of working with and supporting volunteers | E |
| 3. Good understanding of equal opportunities issues and how they impact on all aspects of the organisation | E |
| 4. Experience of supervising staff and/or volunteers and supporting their development through coaching, mentoring, training or in other ways | E |
| 5. Awareness of relevant health and safety issues | E |
| 6. Awareness of safeguarding issues within mental health services | E |
| 7. Experience of developing and delivering training programmes | D |

2. Knowledge and Skills

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| 1. A good communicator, both written and verbal | E |
| 2. Able to effectively relate and communicate to a wide range of people including service users, volunteers, staff, other organisations, and networking | E |
| 3. The ability to be non-judgemental and empathetic in a peer support setting | E |
| 4. The understanding of Confidentiality and how important this is within mental health services | E |

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| 5. Be able to keep up to date with relevant information on mental health issues, services and the third sector | E |
| 6. To have an understanding of mental health issues | E |
| 7. Have an understanding and a commitment to the peer support model used by Changes Bristol | E |
| 8. IT skills including the use of Word, Excel, and Powerpoint and the ability to write reports | E |
| 9. Knowledge of other IT systems, eg) mailchimp, wordpress, facebook and twitter | D |

5. Other

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| 1. Willing to work flexibly (Monday to Friday) with some evening work | E |
| 2. Willing to work some weekends when charitable work, events, stalls and training are required | E |
| 3. Willing to have a DBS (formerly CRB) registration | E |
| 4. Able to travel within the Greater Bristol Area and attend meetings in different locations | E |
| 5. Willingness to input and to be responsible for financial processes like banking online, authorizing payments, managing budgets and volunteer expenses | E |