

## Safespace Service Manager: Person Specification

	What is required?	Why is this required?	Essential or Desirable?
<b>KNOWLEDGE</b>	Understanding of different approaches for support including trauma informed approaches and best practice on suicide prevention	The complex needs people can have when they contact Safespace require creative and flexible thinking to ensure we respond in the best way to support them and keep them safe in their individual circumstances.	<b>Essential</b>
	Understanding of the range of and prevalence of mental distress and of factors which can affect emotional health and wellbeing, including discrimination and stigma	There can be many, varied reasons for which people may contact Safespace. We need to be able to explore and understand the factors that may have led to levels of distress so that we can support people to address them. Safespace is available to everyone in Calderdale aged 16+. We must strive to ensure that everyone feels able to access Safespace when they need to.	<b>Essential</b>
	Knowledge of both statutory and community support providers available locally, regionally and nationally	To be able to support the team by having current knowledge of providers. To signpost parents and carers that are contacting Time Out to ask for advice, to appropriate support services. Forming and maintaining relationships, including formal partnerships, with statutory, voluntary, education and business agencies	<b>Essential</b>
	Knowledge, understanding and practical application of safeguarding for children and adults	Safespace has a duty of care to ensure that people contacting the service, including members of their household, are protected from harm.	<b>Essential</b>

**EXPERIENCE**

What is required?	Why is this required?	Essential or Desirable?
Previous management and/or leadership role	<p>To steer the service and ensure it provides what it is commissioned to do whilst supporting the staff members delivering the service.</p> <p>Offer management, leadership, supervision, and motivation of colleagues.</p>	<b>Essential</b>
Working collaboratively and productively within a multi-faceted organisation delivering a variety of services	<p>Safespace operates within the health and social care “system”, including other Healthy Minds services and services in the statutory and voluntary sectors.</p> <p>You will need to form and maintain professional and mutually respectful relationships with relevant agencies to ensure there are good inward and outward pathways that meet the needs of the service and the people we support.</p> <p>You will also represent Safespace &amp; Healthy Minds in multi-agency meetings and events.</p>	<b>Essential</b>
Work and/or volunteer experience in voluntary, community or statutory services that support people with mental health or other vulnerabilities, including those with complex needs.	<p>To understand the aims of the service and how to best support the beneficiaries.</p>	<b>Essential</b>
Personal experience of overcoming adversity	<p>Healthy Minds is a user led organisation and we value the lived experience of our service users, volunteers and staff.</p>	<b>Desirable</b>

**SKILLS**

What is required?	Why is this required?	Essential or Desirable?
Excellent organisational skills, with the ability to work on own initiative, manage and prioritise your own workload	Safespace is a busy service, delivered on two shifts (daytime & evening) over 7 days by staff on a rota system. You will need to be able to plan ahead, devise rotas and respond quickly to maintain service capacity in the event of e.g. staff absences or heavy demand.	<b>Essential</b>
Strong interpersonal and communication skills	You will be required to support and supervise your team and may need to step into a delivery role when needed. You need to be able to communicate with people from varied backgrounds and in different settings, including working with other agencies and professionals.	<b>Essential</b>
Computer literacy and skills	You need to be confident in practical application of common ICT packages e.g., Microsoft office, email, data collection systems. You will be required to support the team to collect and input data, using internal data collection systems (there will be training provided) and use this data to complete quarterly reports for funders, as well as impact reporting and using data insights to inform service development.	<b>Essential</b>
Ability to manage stress and work under pressure	You need to have good self-care strategies and emotional intelligence. Safespace supports people experiencing emotional distress, crisis and trauma. The team can be confronted with issues that are upsetting and emotionally demanding. There are pressures which are inherent to the voluntary sector and can add to the challenges of an 'in demand' service.	<b>Essential</b>

# VALUES & ATTITUDES

What is required?	Why is this required?	Essential or Desirable?
<p>Commitment to Healthy Minds' values:</p> <ul style="list-style-type: none"> <li>• We are a <b>local</b> home-grown organisation, connected across Calderdale and committed to its communities.</li> <li>• We aim to build trust by being <b>honest</b>, demonstrating that we are a safe organisation.</li> <li>• Our process is focussed on <b>empowering</b> people to recognise the choices they can make over their own lives.</li> <li>• We are non-judgemental and <b>respectful</b> of people's diverse experiences and strive to be as inclusive and accessible as possible.</li> <li>• We have the strength of understanding that comes from being led by <b>lived experience</b>, enabling us to listen, relate, and meet people as equals.</li> </ul>	<p>Healthy Minds is a values-based organisation. We expect all staff and volunteers to share our values and demonstrate this in their actions.</p>	<p><b>Essential</b></p>
<p>A positive and creative mindset to identify and develop solutions to overcome problems</p>	<p>Safespace has a large staff team that includes regular and sessional staff as well as volunteers. The nature of the service means that this can be difficult and demanding.</p> <p>As Service Manager, you will need to be able to support the team alongside managing the needs of the service.</p> <p>This requires the commitment, ability and desire to work in harmony with colleagues, seeking positive outcomes &amp; solutions and taking responsibility for both your own actions and those of your team.</p>	<p><b>Essential</b></p>

	Flexible working	As Safespace is a 7-day service, you will need to be willing and able to work flexible hours, including evenings and weekends as agreed.	<b>Essential</b>
	Ability to travel	<p>Safespace is delivered from our Halifax premises and in community locations across Calderdale. You may be required to travel to other venues for Safespace delivery and meetings.</p> <p>You will need to have insurance cover for business use if you use your car for work.</p>	<b>Essential</b>