## **TOUCHSTONE**

##### PERSONNEL SPECIFICATION - SELECTION CRITERIA

##### CRISIS SERVICE BANK TEAM LEADER

|  | **ESSENTIAL CRITERIA** | **METHOD OF ASSESSMENT** | **DESIRABLE CRITERIA** | **METHOD OF ASSESSMENT** |
| --- | --- | --- | --- | --- |
| **SKILLS** | 1. Ability to lead, motivate, and manage a team of staff and volunteers. 2. Excellent IT skills with the ability to produce and analyse performance management data. 3. Excellent verbal and written communication skills in order to communicate clearly at a variety of levels, including with vulnerable children and adults. 4. Ability to engage people and form collaborative, warm and empathic relationships with diverse communities and individuals 5. Ability to prioritise their own workload, including setting and meeting agreed targets. 6. Well developed networking skills and the ability to influence others from a broad range of organisations | AF, I  AF, I  AF, I, T  AF, I  AF, I  AF, I, T  A | * Ability to produce management reports. * Ability to analyse and present information for external and internal reporting purposes. |  |
| **EXPERIENCE** | 1. Experience of working in health and social care services with vulnerable adults, including those with multiple and complex needs and those in acute distress. 2. Experience of planning services for vulnerable groups/people. 3. Experience of supervising individuals, groups and volunteers. 4. Leadership experience. 5. Experience of working in close partnership with other statutory and voluntary agencies. 6. Experience of working with people who self harm. 7. Experience of working with people who experience suicidal thoughts and feelings. | AF, I  AF, I  AF, I  AF, I  AF, I  AF, I  AF, I | * Experience of delivering crisis services * Experience of mental ill health. * Management Experience | AF, I  AF, I |
| **KNOWLEDGE** | * An understanding of the principles, philosophy and practical applications of the Person Centered Approach. * An understanding of the concept of coproduction as it relates to health, including mental health. * An understanding of the barriers faced by vulnerable groups when accessing mental health services, incl. Black and Minority Ethnic groups.  1. An understanding of self harm and the functions it has for people. | AF, I  AF, I  AF, I, T  AF, I, T | * Knowledge of services and support available across the service locations. | AF |
| **ATTITUDES AND DISPOSITION** | * Commitment to Touchstone’s values and aims * Commitment to respecting diversity and anti-discriminatory/anti-oppressive practices. * Commitment to personal development, learning and reflective practice * Commitment to team working. * Open to change in line with the needs of the service/organisation. * Willingness to be managed and supervised. * An ability to work flexibly according to the needs of the service. * Motivated and self-confident. * Ability to work under pressure to set deadlines and to work under own initiative. * Commitment to maintain confidences of Touchstone * The ability to work calmly in a busy environment and provide support and containment to those around you. * The ability to work calmly and sensitively with people who self harm and/or who have suicidal thoughts and feelings. | AF, I  AF, I  AF, I  AF, I  AF, I  AF, I  AF, I  AF, I, T  AF, I, T  AF, I  AF, I  AF, I |  |  |
| **EQUAL OPPORTUNITIES** | * Must be able to recognise discrimination in its many forms and be willing to put into practice Touchstone’s Equality Policies. * Must demonstrate sensitivity to the needs of disadvantaged groups in the planning and delivery of services. * A commitment to provide high quality services to diverse communities. | AF, I  AF, I  AF, I |  |  |
| **QUALIFICATION** |  |  | * A relevant health, social care, management and/or professional qualification. | AF |

**Key:**

AF – Application Form

I – Interview

T - Test