

2Care

Person Specification

Operations Manager

Knowledge and experience

- Professional experience working with individuals who have complex mental health needs (such as schizophrenia, personality disorders, self-harm, OCD and people with dementia)
- Experienced in managing service user risks with a service user group
- Working knowledge of psychosocial models of support and care
- Prior operational management experience, including staff management, therapeutic communities

Competencies

- Strong commitment to 2Care's values (see attached)
- Excellent relationship building skills, with both internal and external stakeholders
- Ability to work to deadlines and manage fast changing priorities
- Ability to make a strategic contribution to the management strategy for 2Care
- Excellent organisational, written and verbal communication skills
- Financial acumen
- Commercial awareness
- Good IT skills
- Willingness to travel nationally

Qualifications

- Relevant professional healthcare or clinical qualification e.g. mental health nurse (RMN), OT, clinical psychology

Personal attributes

- Passionate and enthusiastic
- Confident communicator and able to inspire, motivate and develop staff
- Consultative decision making style, yet resolute
- Self-starter
- Results focused
- Flexible

The following criteria are desirable:

- Knowledge of Dementia Care and the delivery of services to older people
- Knowledge of legislation relevant to registered social care facilities
- Working knowledge of key national initiatives/drivers impacting upon the delivery of community based mental health services
- Policy development experience