

**PERSON SPECIFICATION:  
Service Manager (Online Therapeutic Services)**



**Note to applicants:** The ideal post holder should meet all the essential requirements detailed below. Consideration will be given to desirable requirements if there are more than 6 candidates who meet all the essential requirements. With reference to the requirements under **item 5** where it is referenced 'application' it is sufficient to **indicate agreement** to commit to the identified professional areas.

	SELECTION CRITERIA	METHOD OF ASSESSMENT	ESSENTIAL	DESIRABLE
<b>1.0</b>	<b>Key Criteria</b>			
	<b>The successful candidate will have:</b>			
1.1	A belief in and a working commitment to young people in the area of emotional wellbeing and mental health.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
1.2	A 'can do' attitude to challenges.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
1.3	A belief in and commitment to implementing equality by ensuring that employment practice, service design and delivery are both inclusive and diverse.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
<b>2.0</b>	<b>Training, Qualifications &amp; Experience</b>			
	<b>The successful candidate will have:</b>			
2.1	A relevant professional qualification: Youth Work; Education; Social Work; Counselling; Therapy or Health.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ References</li> </ul>	X	
2.2	A relevant supplementary qualification in relation to online practice e.g. Diploma in Online Therapeutic Counselling	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ References</li> </ul>	X	
2.3	Accredited Online Supervision qualification (BACP or similar recognised national body) and practice experience of delivering online supervision.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ References</li> </ul>		X
2.4	Minimum of 2 years management experience including staff development, resource management and performance management.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ References</li> </ul>	X	
2.5	Experience of managing an online therapeutic service, either for adults or young people.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	X	
2.6	Experience of change management and service/team development and leadership.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
2.7	Experience of developing and implementing safeguarding policies and protocols for children, young people and vulnerable adults including risk assessment and management in the context of an online therapeutic service.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	

2.9	Experience of effective project management and accountability for project outcomes.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
2.9	Experience of managing multi-disciplinary teams, project management and delegating tasks and responsibilities.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
2.10	Experience of monitoring and evaluation and of reporting to key stakeholders including donors.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
2.11	Experience of working with technical partners in the delivery of an online service.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>		X
2.12	Experience of delivering training to a variety of audiences.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>		X
2.13	Experience of supporting the development and implementation of strategic business plans.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>		X
<b>3.0</b>	<b>Knowledge</b>			
	<b>The successful candidate will be able to demonstrate knowledge and understanding of:</b>			
3.1	Good understanding of the local external environment and significant policy developments in respect of young people and mental health and wellbeing and youth and community work.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
3.2	Understanding of the voluntary and community and social enterprise sectors, private and public sectors with specific reference to young people and mental health.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
3.3	Effective use of Windows, Outlook and Microsoft Office and the ability to adapt quickly to effectively use new online platforms.	<ul style="list-style-type: none"> <li>▪ Application Form</li> </ul>	X	
<b>4.0</b>	<b>Skills &amp; Abilities</b>			
	<b>The successful candidate will be able to:</b>			
4.1	Capacity to think strategically and operate pragmatically.	<ul style="list-style-type: none"> <li>▪ Interview</li> </ul>	X	
4.2	Ability to lead and manage organisational and cultural change and drive innovation.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
4.3	Ability to motivate and support individuals, teams, volunteers and young people.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
4.4	Ability to monitor, evaluate and contribute to a robust and compelling evidence base.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	

4.5	Ability to identify and interpret external factors that might impact on service development.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	X	
4.6	Ability to represent the organisation across a range of partners and funders.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
4.7	Ability to produce reports that articulate and promote the work of 42 <sup>nd</sup> Street.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
4.8	Ability to utilise time management skills and work to deadlines.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ References</li> </ul>	X	
4.9	Excellent interpersonal and communication skills across a wider range of stakeholders including young people, donors and professionals	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ References</li> </ul>	X	
<b>5.0</b>	<b>Professional Commitment</b>			
	<b>The successful candidate should be able to demonstrate commitment to:</b>			
5.1	Commitment to the involvement and participation of young people in influencing practice and policy at a local, regional and national level and creating opportunities for their voice to be heard..	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	X	
5.2	Demonstrate an openness and commitment to personal and professional development.	<ul style="list-style-type: none"> <li>▪ Application Form</li> <li>▪ Interview</li> </ul>	X	
5.3	Willingness to work evening and weekends as required.	<ul style="list-style-type: none"> <li>▪ Application Form</li> </ul>	X	