

PERSON SPECIFICATION
for the post of
HOPELINEUK MANAGER (WARRINGTON)

Category	Essential/ Desirable	Method*
QUALIFICATION(S)		
English Language and Mathematics GCSE or equivalent grade C or above Tertiary Level or Professional qualification in Health, Nursing, Social Work, Community Work or related discipline	E	A, C
Further Studies in Mental Health or Suicide Prevention	D	A, C
Management qualification or experience	E	A, C
EXPERIENCE		
Three years recent work in suicide prevention or mental health	E	A, I
Three years recent face-to-face work with vulnerable adults in the field of mental health	D	A, I
Project Management	D	A, C
Line Management and Supervision of paid and volunteers staff members	D	A, C
Managing a helpline	D	A, I
Answering and attending to helpline calls; recording information, reporting as required	D	A, I
Working in schools, colleges, universities or similar environments	D	A, I
Working in a team environment	D	A, I
Presenting with PowerPoint to groups	D	A, I
Contributing positively to the Supervision process	D	A, I
Working with young people in a group environment	D	A, I
Outcomes Based Accountability – plotting, recording and reporting service results	D	A, I
Interagency Working	D	A, I
KNOWLEDGE, SKILLS & ABILITIES		
Team Leadership including Supervision of Staff and Volunteers	E	A, I
Project Management including budget control	D	A, I
Ability to address the needs of callers to our national suicide prevention helpline	E	A, I
Awareness of current research / studies in suicide prevention	D	A, I
Familiarity with current suicide statistics	D	A, I
Safeguarding of children and vulnerable adults – safe practice	E	A, I
Handle confidential and sensitive information appropriately	E	A, I
Ability to record analyse and report on output, targets and outcomes	E	A, I
Debriefing skills and ability to support staff professionally in this regard	E	A, I
Excellent verbal and written communication skills	E	A, I
Administration skills; ability to produce written reports, meet deadlines and prepare and manage rota provision	E	A, I
Ability to manage varied workload (balancing individual support, fieldwork, group work, office work, team meetings, supervision, etc.)	E	A, I
Ability to support individuals and know when to refer to other agencies	E	A, I
Willingness to undertake further training as required	D	A, I
Ability to contribute to planning and development of service growth	D	A, I
Presenting on suicide and/or self-harm and/or mental health related issues	D	A, I, C
Presentation skills (to groups and individuals, alone or as part of a team)	E	A, I
Ability to work with, mentor and appropriately encourage volunteers within the service	D	A, I
PERSONAL		
Anti-discriminatory practice (positive regard for diversity and equality)	E	A, I
Ability to work within and contribute positively to the Ethos and Values of PAPYRUS	E	A, I
Emotional Intelligence and Literacy	E	A, I
Ability to empathise and make professional judgements in emotionally challenging environments	E	A, I
OTHER		
Willingness to work some unsociable hours	E	A, I
Full Driving Licence with Regular Access to a car with full business use insurance cover	D	A, I, C

* **Method of Assessment:** A = Application Form; I = Interview; C = Certification or other evidence