**Operations Manager Person Specification 2022**

**Essential**

* Experience of and ability to support, guide, supervise and develop advocates and other staff in a social care/ advocacy or similar context
* Experience of delivering advocacy services
* Commitment to the principles of high quality independent advocacy
* Ability to monitor and assure the quality of services
* Knowledge and understanding of Health and community care services and systems
* Broad knowledge and understanding of the universal declaration of human rights and of the legal framework and principles as they relate to Social Work in Scotland (e.g. Mental Health Act, Adults with Incapacity Act, Adult Support and Protection Act, Self Directed Support Act, Social Work Scotland Act)
* Demonstrable commitment to the principles of empowerment and self determination
* Ability to write reports and make presentations to staff, stakeholders, board members and others
* Ability to manage simple budgets and resources
* Ability to work on your own initiative, good organisational skills and ability to keep accurate records
* Ability to travel independently
* Ability to represent the needs and interest of members of the community
* Ability to undertake investigations and produce reports under Disciplinary, Grievance or complaints procedures
* Understanding of the issues faced by those experiencing mental health issues or disability and the nature of power relationships inherent in the assessment of need and provision of services
* Ability to form positive relationships with a wide range of individuals and to be clear and honest in your communication
* Excellent communication skills

**Desirable**

* Relevant Qualification
* Driving licence and access to a vehicle