

Person Specification

Position Title	Mental Health Officer
Division / Section	Localities
Service Area	Edinburgh Health and Social Care Partnership
Responsible To	Locality Mental Health and Substance Misuse Manager

Person Specification

Qualifications, training & professional membership	• Diploma or Degree in Social Work	Essential
	• Accredited Mental Health Officer	Essential
	• Registered social worker with Scottish Social Services Council	Essential
	• Evidence of continuing professional development and significant understanding of current issues for public services are essential.	Essential
	• Demonstrated competence in decision making in complex or high risk situations and negotiating and managing resources to support adults who may be at risk	Essential
		Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Leadership	• Demonstrated ability and experience in providing leadership, direction, advice and support to staff groups, colleagues, senior managers and key partners in the delivery of outcomes and objectives.	Essential
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EXPERIENCE	• Experience of a wide range of social work services, and direct work with individuals and their families who have experienced significant mental health problems • Experience as an accredited Mental Health Officer	Essential Essential
KNOWLEDGE SKILLS AND UNDERSTANDING	• High level of skill is required in risk management • Must demonstrate significant knowledge and understanding of clinical and professional responses within mental health and substance misuse • Knowledge of mental health and substance misuse conditions, services and legislation • The post holder must be able to demonstrate high levels of organisational skill to manage workload and statutory timescales • The ability to negotiate with and influence colleagues • A strong social work identity and ability to communicate key messages effectively to a wide range of people	Essential Essential Essential Essential Essential Essential
COMMUNICATION	• Demonstrated effective communications in a range of circumstances and audiences is essential including situations where acceptance is sought for difficult messages, and where a diverse range of views is held. • The post holder should have the ability and experience in interacting at a high level and develop relationships with key individuals who are involved in mental health services pathways, including individuals with a range of mental health problems, carers, third sector partners, psychiatric services, legal services and tribunals • The post holder should demonstrate ability and experience to provide reports and written evidence of decisions, including critical reasoning.	Essential Essential Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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| Customer focused | <ul style="list-style-type: none">• manages complex customer relationships, supporting services to deliver effectively• ensures regular contact with citizen is maintained until problems are resolved• consults on service provision and uses feedback to implement service improvements• develops and reviews quality standards for service delivery• manages citizen expectation and conflicting need |
| Works Effectively with others | <ul style="list-style-type: none">• builds and maintains constructive working relationships with other teams and groups• encourages equality and diversity in the workplace• treats people at all levels of the organisation with respect and values their abilities and contribution• tackles difficult issues of harassment, victimisation and racism in the workplace• facilitates open discussions and resolves conflicting views• creates opportunities to build and develop networking contacts throughout the Council to exchange information and ideas. |
| Managing change | <ul style="list-style-type: none">• helps others to understand and address their concerns about change• proactively sells and champions change programmes to others• manages major conflict which could prevent changes being implemented• asks incisive questions to open up creative thinking and fresh ideas• assesses the impact of change and puts measures in place to minimise risk• plans the communication of change to explain what is different and what is the same. |
| Taking Ownership and Responsibility | <ul style="list-style-type: none">• creates a sense of urgency about a situation when deadlines are slipping• ensures actions which are down to others take place as necessary and/ or expected• takes advantage of opportunities to influence future events• commits to own continuous improvement• is prepared to go beyond what appears to be required in the interests of the organisation• motivates individuals and groups to be proactive even when meeting resistance |

- keeps promises and honours commitments.

Communicating Effectively

- chairs meetings and facilitates groups effectively
- conveys difficult messages and gains acceptance
- diffuses conflict in a constructive non-threatening manner
- presents information in a persuasive and convincing manner
- asserts own opinions and expertise in tough situations
- is highly self aware and sociable, buoyant and positive when communicating with others.

Planning and Decision Making

- goes beyond information presented, and probes to get to the root of a problem, analysing cause and effect
- balances strict technical interpretation of issues with the need for practical solutions
- makes decisions that take account of multiple stakeholders
- properly considers departmental cost and resource implications when making judgements
- makes tough or unpopular decisions when required
- anticipates future trends/issues and amends plans accordingly.

Leading Others

- motivates and drives teams to achieve departmental objectives
- stimulates challenge and constructive debate within the team
- spots talent and gets the right team together, designs and constructs a team to make best use of members' abilities
- ensures constructive review takes place rather than apportioning blame
- leads without interfering, steps back and trusts people
- reinforces acceptable behaviours and values of the Council
- takes equal responsibility for the team's successes and failures.

Managing Performance and Developing Others

- holds managers accountable for their own and team performance
- encourages suggestions from managers/people to improve systems and processes
- ensures managers/people have the appropriate knowledge, skills and experience to deliver results and cope with change
- actively encourages and helps managers/people realise their potential and career aspirations
- sets team objectives and instils desire to exceed targets
- ensures key measures are in place including efficiency and where appropriate productivity.

Political Sensitivity

- recognises department/Council wide constraints - what is or is not possible in different circumstances
- uses departmental/Council wide relationships to get things done
- accepts that the political decision making process of the Council will influence the department
- demonstrates awareness of political and community issues relating to local government.