

Management of the Services

Adhering to policies and procedures

- Demonstrates knowledge of relevant policies & Procedures
 - Knows and understands why PP are important
 - Bases the practice on PP
 - Behaves in accordance to PP

Working as part of a team

- Participate as a member of the team
 - Assists in building positive working relationships
 - Shows knowledge of own organization
 - Shows knowledge of other organizations
 - Members recognise their interdependence and understand both personal and team goals are best accomplished with mutual support.
 - Members feel a sense of ownership for their jobs because they are committed to goals they helped establish.
 - Members contribute to the organisation's success by applying their unique talent and knowledge to team objectives.
 - Members work in a climate of trust and are encouraged to openly express ideas, opinions, disagreements and feelings. Questions are welcomed.
 - Members practice open and honest communication.
 - Members are encouraged to develop skills and apply what they learn on the job. They receive the support of the team.

THE ROLE OF THE MANAGER

- To help people/staff on a day-to-day basis without supervising their work.
- To act as a resource person rather than a controller, cultivating relations so that staff will call you in when you are required.
- To engage in team building and develop other participative and collaborative skills.
- To motivate, to inspire, to turn people on and to avoid turning them off.
- To lead and to participate.
- Balanced roles without discriminating between the members of a team.
- Clear objectives and agreed goals on both parties (management/staff).
- Openness and confrontation even for the most trivial misunderstandings.
- Effective teams function proactively and therefore support and trust are virtually required.
- Co-operation and good will even in cases of conflict
- Sound procedures.
- Appropriate leadership on the managers' behalf.
- Regular review of past performance including self/team evaluation, determination of needs and the setting of objectives .
- Individual development through the teams support.
- Sound inter-group relations.
- Good communication between the members of a team.

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Taking an active part in meetings

- To show Mutual respect
- Develops effective Listening Skill
- Be aware of own limitations and values
- Exhibits effective communications skills
- Exhibit effective social skills
- Be aware of others limitations and values
- Consider meetings as a learning and self development opportunity
- Knowledge of what makes meetings effective

Promotes quality in the workplace

- Participates in delivering and receiving feedbacks
- Loyalty to the aims of continual on mental health services
- Promotes continuous quality improvement
- Eliminate stereotypes and prejudices
- Knows methods of evaluation and applies them to own work
- Knows and disseminate and practice newly learned skills and methods
- Lives in a life long learning process
- Knows and understands research findings applicable to position

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- Have an active role in the improvement of the quality of the project
 - Be aware of own/team limits at work
 - Already covered in previous headings
 - Develop preventive approaches to stress and burn-out

Contributes to the well being of self and others

- Being Tolerant towards other people
- Supports and empowers others
- Self management
- Acknowledge and recognize signs of stress and burn out of self & others
- Active participation in the community
- Being aware of self and others limitations
- In-service training
- Participation in well organized psycho educational courses
- Take an active part in Supervision (internal – external)
- Self appraisal
- Job description (being aware)