



### **Peer Connector Community Cafe (4 part-time positions)**

Community Healthcare West is partnering with Mental Health Ireland to develop and deliver Peer Connector posts for the Galway Community Cafe. These posts are guided by the National Framework for Recovery in Mental Health (2018-2020), Sharing the Vision 2020 - 2025 and is in line with Living Life Well / Goal 5 of Mental Health Irelands strategy – Empowerment – from Ideas to Actions (2019 – 2021).

The Mental Health Services of Community Healthcare West provides a secondary mental health service to adults in Galway Mayo & Roscommon. Services are primarily community oriented and recovery focussed with multi-disciplinary community mental health teams working in defined geographical catchment areas. Specialist teams provide a multi-disciplinary service in Mental Health & Intellectual Disability, Psychiatry of Later Life and Rehabilitation and Recovery.

The key purpose of the Community Café is to provide an out-of-hours mental health support service in a café environment. This will occur in an accessible, safe and inclusive space. The aim is to provide a service to individuals, their family and supporters who need support with ongoing management of a mental health challenge. The role will also involve recovery working practices to assist with navigating local services and re-engaging with the mental health services. Service users who present to the Community Café will be supported through A&E if necessary, and under conditions to be set by the clinical leadership of CHW mental health services

This initiative has three aims:

- To add out-of-hours capacity to support those experiencing mental health distress
- To demonstrate a socially innovative model for mental health services and potential for extension to other areas
- To deliver a service that is person centred based on expressed need and developed through consultation and coproduction

The initiative will implement some significant innovations in pathway design:

- To provide significant engagement and contact with individuals outside of typical service working hours
- To support some individuals through A&E each evening the Community Café is open where appropriate and necessary
- To gauge user satisfaction using a Recovery Star model (a baseline will be



undertaken before the service is opened)

- To demonstrate co-production methods used during the design and delivery of the service
- Implement the evaluation of the initiative and produce a case study to support and justify further investment, enhancement and extension of the service

The role of the Peer Connector has been developed to support service users, family members/ significant others who are experiencing mental health challenges and who require help connection and reassurance out of hours.

A Peer Connector is a skilled individual with lived experience of mental health challenges or in supporting someone with mental health challenges who can respond to human distress in a recovery-oriented way that focuses on

- 1. Listening to values and preferences**
- 2. Signposting & navigation of local services**
- 3. Goal striving**
- 4. Solution focused through dialogue**

Peer Connectors are skilled and compassionate individuals who can respond constructively to the challenges of mental distress in innovative ways which harness the value of lived experience. This innovative service aims to support and guide those individual in distress and challenge, loneliness or disorientation when regular or typical supports are unavailable.

The Peer Connector will use their expertise gained through lived experience to inspire hope and recovery. A core member of the mental health service, the peer connector will work with an agreed number of individuals on a one to one or group basis. They will also work jointly with their colleagues and will work under the supervision of line management.

Under the direction of the nominated line manager, and in collaboration with other Peer Connectors, the Peer Connector will:

- Foster recovery promoting relationships with those who use the service
- Demonstrate sound recovery working practices and manage boundaries and use judgment when confronted with risk or complexity
- Assist individuals to identify their needs strengths, personal interests and goals.
- Facilitate solution focused conversations, new ways of communicating and problem solving.
- Provide opportunities for individuals to direct their own recovery based on the recovery processes of connectedness, hope, identity meaning and empowerment



- Provide relevant and reliable information on a wide range of mental health related issues relevant to need
- Signpost to appropriate local support and information services in the community.
- Assist individuals to understand their rights and choices within the service and the supports available to access these.
- In consultation with the Team Leader/Line Manager, liaise with statutory bodies, services and professionals as appropriate.
- Maintain all written records as requested and as per HSE policies and relevant legislation.
- Report any concerning incidents, complaints or unusual occurrences to their Team Leader / Line Manager as per HSE policies.
- Plan and risk-assess with his/her team or line manager to work without close or direct supervision, in line with the local Lone Worker Policy and Procedures.
- Participate in regular supervision sessions Attend regular team and staff meetings.
- Liaise with Team Leader / Line Manager regarding leave entitlements and adhere to MHI policies
- Promote equality of opportunity and good relations as outlined in the HSE Equality Policy.
- Be aware of the Human Rights legislation in relation to the requirements of this post.
- Observe all health & safety regulations, observe correct use of electrical equipment, ensure fire safety procedures are adhered to and report all faults to the appropriate authority.
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
- Undertake all duties involved in operating a Community Café e.g making and serving coffee, maintaining the hygiene standards of the Café.

These positions are part-time and for a fixed term contract of 12 months. The posts will be based in Galway City Centre. Please forward a CV and covering letter of application to [recruitment@mentalhealthireland.ie](mailto:recruitment@mentalhealthireland.ie)

Download the job description here: <https://www.mentalhealthireland.ie/mental-health-ireland-jobs/>

**Closing date for applications** Friday the 14<sup>th</sup> of August 2020 at 5pm. Applications received after this time will not be accepted. Shortlisting will apply. Interview dates to be confirmed.

