



Team Leader Community Cafe (1 full-time position)

Community Healthcare West is partnering with Mental Health Ireland to deliver a Community Café Team Leader services. This post is 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 **Team Leader** has been developed to support and guide an innovative service for individuals, service users, family members/ significant supporters and others who are experiencing mental health distress and who require help connection, direction and reassurance out of hours 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**

The **Team Leader** will use their expertise, which may also be gained through their own lived experience, to inspire hope and recovery. A core member of the mental health service, the team leader will work with individuals on a one to one or group basis and also as a resource and support to peer connector colleagues. Team leaders will provide supportive and restorative supervision and will work under the supervision of line management.

The key purpose of the Team Leader post is to coordinate out-of-hours mental health services and supports in a café environment. This will occur in a community facing accessible, safe and inclusive space. The aim is to provide service to service users, their family and carers who need support with ongoing management of mental health challenge. The role will involve advancing and encouraging recovery working practices to assist with navigating local services and re-engaging with the mental health services. Where appropriate 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. The team leader will supervise and support the peer connectors so that the values and integrity of the initiative are maintained. This is especially important in terms of managing boundaries and risk management.

Under the direction of the nominated line manager and in collaboration with peer connectors the **Team Leader** will:

- Foster recovery promoting relationships with those who use the service and the community café team
- Demonstrate sound recovery working practices
- 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 sound recovery principles



- 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 Senior 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 the Senior 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
- Provide restorative, formative and administrative supervision to the **Peer Connector** team
- Participate in regular supervision sessions Attend regular team and staff meetings
- Liaise with supervisor 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
- Have a working knowledge of Judgement support framework and the Mental Health Commission standards as they apply to the role, for example Standards for Health Care, National Standards for the Prevention and Control of Health Care Associated Infections, Hygiene Standards etc
- 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
- Manage the day to day operations of the Community Café including supporting the Peer Connections in the delivery of the services e.g making and serving the coffee, Maintenance of hygiene standards and managing the opening up and closing of the premises.

Education & Training

- Participate in mandatory training
- Avail of continuing professional development

This position is full-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



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

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