

**Solace Café Service Coordinator  
Crisis Resolution Services, Galway**

**Job Specification and Terms and Conditions**

**Please Quote 2024-018 when applying for the position.**

**To apply for this position please submit a cover letter setting out your reasons for applying for the position along with your Curriculum Vitae to**

**[recruitment@mentalhealthireland.ie](mailto:recruitment@mentalhealthireland.ie)**

<b>Job Title</b>	Solace Café Service Coordinator
<b>Posts Available</b>	1x Part Time, on a 24 month Specified Purpose Contract, working 25 hours per week per week.  The standard working week applying to the post is 25 hours per week. The Solace Café will be operating four evenings per week, Thursday – Sunday, 5:30pm to 11pm. The Solace Café Service Coordinator will be expected to work on site during these opening hours.
<b>Closing Date</b>	Closing date for receipt of applications is 12 noon on 9 <sup>th</sup> August 2024. Applications received outside this time will not be considered.
<b>Proposed Interview Date(s)</b>	Interviews will be held week commencing 19 <sup>th</sup> August 2024.
<b>Location</b>	Galway
<b>Employer</b>	Mental Health Ireland
<b>Organizational Area</b>	Crisis Cafés/Solace Cafés
<b>Reporting Relationship</b>	Reporting relationship with Mental Health Ireland from an employment contract perspective.  The post holder will report directly to the Solace Café Operations Manager.
<b>Informal Enquiries</b>	Maria McGoldrick contact details are <a href="mailto:maria.mcgoldrick@hse.ie">maria.mcgoldrick@hse.ie</a>
<b>Details of Service</b>	Crisis Cafés/Solace Cafés provide out-of-hours access to mental health services for adults in a café style/non-clinical safe environment through, peer support, crisis intervention and recovery-based supports and services. The café service supports individuals and their family members/carers experiencing mental health distress to draw on their strengths, resilience, and coping mechanisms to manage their mental health and wellbeing. Attendees can access coping strategies, one to one peer support, psychosocial and recovery supports provided by paid core staff, assisted by a team of appropriately trained peer connectors, working on a pro-rata basis. Those who attend will be signposted to relevant mental health and wellbeing services and community supports as required.  <b>Objectives:</b> <ul style="list-style-type: none"> <li>• To increase access to support for people experiencing, mental health distress or are experiencing a crisis by providing clear supports and an effective pathway to services provided by the HSE and other community supports.</li> <li>• To provide an alternative care pathway for individuals in times of mental health distress to support better outcomes for café customers.</li> <li>• To offer a supportive, calm, safe and reassuring environment for people experiencing or in recovery from a period of mental health distress that is responsive to the individual needs of people attending.</li> </ul>

	<ul style="list-style-type: none"> <li>• To provide a responsive and tailored approach to support the improvement of the mental health and wellbeing of people using the service.</li> <li>• To support individuals, their family, carers, and supporters on their recovery journey.</li> </ul>
<p><b>Purpose of the Post</b></p>	<p>This is a role for in person with personal experience of mental health recovery. The Solace Café Service will support the Solace Café Operations Manager with the planning and operational functions of the Café and providing oversight on the day-to-day operation of the crisis café and the provision of quality peer support services.</p> <p>The Solace Café Service Coordinator will provide leadership on shifts across the service and will supervise designated peer connector staff. The Solace Café Service will work alongside peer support staff to ensure services are of the highest quality and support the continued growth and development of the service.</p>
<p><b>Principal Duties and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the ongoing development of the service in keeping with good practice and Model of Care objectives.</li> <li>• Assist in the administration and day-to-day operation of the service.</li> <li>• Support the Cafe Operations Manager in the delivery of a quality service ensuring professional standards are maintained in accordance with professional, national, and local requirements.</li> <li>• Work within current legislation and policies, procedures, guidelines, and protocols as laid down by the employer.</li> <li>• Work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020.</li> <li>• Treat café customers and their families with dignity and respect, always promoting a culture of unconditional positive regard.</li> <li>• Contribute to the promotion, creation, and maintenance of a welcoming, safe, caring, stable environment.</li> <li>• Work constructively and in a positive manner within the team to deliver services, which are safe, progressive, individualised, and meet the needs of those using the service.</li> <li>• Promote the rights and responsibilities of each café customer.</li> <li>• Promote physical, emotional, social, cultural, ethnic, and spiritual welfare of each café customer.</li> <li>• Actively participate in crisis management.</li> <li>• Manage the adherence to the café code of conduct procedures to ensure a safe environment for both staff and service users.</li> <li>• Develop and maintain a database of community supports in the area</li> <li>• Participate in team meetings and report to the Café Operations Manager on matters affecting the delivery of service.</li> <li>• Deputise for the Solace Café Operations Manager as and when required.</li> <li>• Any other duties as deemed necessary by the Solace Café Operations Manager including administrative work, promotion of the Solace Café in the local area, developing external care pathways, service improvements, and supporting Aware with its other services.</li> </ul> <p><b>The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post that may be assigned from time to time and to contribute to the development of the post while in office.</b></p>

<p><b>Eligibility criteria and qualifications</b></p>	<p><b>Candidates must have by the closing date for receipt of applications for this post:</b></p> <p><b>1. Professional Qualifications, Experience etc.</b>          Possess QQI Level 8 and above in a relevant discipline, Peer Support, Mental Health Nursing, Psychology, Psychotherapy, Social Work, Social Care, Occupational Therapy</p> <p><b>And</b></p> <p>(a) Have a minimum experience of two years in a community, healthcare, or related field.</p> <p><b>And</b></p> <p>(b) Have experience of supporting people in a 1:1 or group capacity          (c) Experience of building relationships across a variety of organisations.          (d) An in-depth understanding of the role of peer support</p> <p><b>2. Health</b>          A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>3. Character</b>          Each candidate for and any person holding the office must be of good character</p>
<p><b>Post Specific Requirements</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate depth and breadth of experience working with individuals with mental health needs as relevant to the role.</li> <li>• Demonstrate experience in the implementation of approaches in the context of mental health recovery, as relevant to the role.</li> </ul>
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Access to appropriate personal transport is a necessary requirement to carry out the duties and responsibilities of this post.</li> <li>• Ability to work a flexible way (evenings, weekends, and public holidays).</li> </ul>
<p><b>Skills, Competencies and / or Knowledge</b></p>	<p><b><u>Candidates must:</u></b></p> <p><b>Professional Knowledge &amp; Experience (<i>including evaluating information and judging situations</i>)</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a high level of professional knowledge to carry out the duties and responsibilities of the role.</li> <li>• Demonstrates the knowledge and ability required to provide safe, efficient, and effective service in practice.</li> <li>• Demonstrates knowledge of a range of appropriate interventions relevant to the service user group and an ability to apply knowledge to best practice.</li> <li>• Demonstrates an ability to consistently deliver a high-quality service according to standards of best practice.</li> <li>• Demonstrate a good understanding of the role of peer support</li> <li>• Integrates professional judgement with the application of models of practice.</li> <li>• The ability to evaluate information and make effective decisions in a timely manner.</li> <li>• Thinks ahead to the consequences of decisions and considers precedence to ensure consistency.</li> <li>• Demonstrate evidence of computer skills including use of Microsoft Word, Excel, email systems and the use of the internet as a research tool and a willingness to develop IT skills relevant to the role.</li> </ul>

	<p><b>Planning and Managing Resources</b></p> <ul style="list-style-type: none"> <li>• Demonstrate evidence of effective planning and organising skills including awareness of resource management and importance of value for money.</li> <li>• The ability to manage self in a busy working environment including the ability to prioritise workloads.</li> <li>• Demonstrate ability to manage deadlines and effectively handle multiple tasks.</li> </ul> <p><b>Team Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an ability to work on your own initiative as well as part of a wider team.</li> <li>• Demonstrate the ability to create networks and establish partnerships and linkages with other community workers and organisations.</li> <li>• Demonstrates the ability to both give direction / feedback, and take direction / feedback, from others.</li> <li>• Demonstrate flexibility and openness to change and supports others in a changing environment.</li> </ul> <p><b>Commitment to providing a Quality Service</b></p> <ul style="list-style-type: none"> <li>• Demonstrate initiative and innovation, identifying areas for improvement. A commitment to assuring high standards and strive for a recovery centered service</li> <li>• Demonstrate a commitment to continuing professional development.</li> </ul> <p><b>Communication &amp; Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Empathise with and treat customers, relatives and colleagues with dignity and respect.</li> <li>• Demonstrate effective communications and interpersonal skills including the ability to resolve conflict and empower people with sometimes quite divergent points of view.</li> <li>• Tailors' communication to meet the needs of customers.</li> <li>• Presents information in a clear and concise manner</li> </ul>
<p><b>Competition specific selection process</b></p>	<p>Short listing will be carried out on the basis of information supplied in your curriculum vitae and letter of application at the closing date.</p> <p>The criteria for short listing is based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and knowledge section of this job specification.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.</p>
<p><b>Benefits</b></p>	<ul style="list-style-type: none"> <li>• Employee Assistance Programme.</li> <li>• Bike to Work Scheme.</li> <li>• Good Friday is a Privilege Day (Day off)</li> <li>• Defined Contribution Pension Scheme.</li> <li>• Incremental Pay Scale in place.</li> <li>• Company Sick Benefit.</li> </ul>
<p><b>Protection of Persons Reporting Child Abuse Act 1998</b></p>	<p>As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act, 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act. You will remain a designated officer for the</p>

	duration of your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.
<b>Contract Length</b>	24 Months Specified Purpose Contract.
<b>Remuneration</b>	<p>The salary for this post is analogous with HSE 2020 Salary Scale plus 8%, in line with October 2023 WRC agreement on Section 39 Pay.</p> <p>In line with HSE Grade V, Point 1, €43,628 (plus the 8%).</p> <p>The Salary for the post will be €47,118 (inclusive 8%) pro rata.</p>
<b>Annual leave</b>	28 days, prorated to hours that you work.
<b>Probation</b>	6-month probationary period

**This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.**