

Solace Café Peer Connector- Crisis Resolution Services

Job Specification, Terms & Conditions

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| Job Title and Grade | Solace Café Peer Connector- Grade IV Management & Administrative Scale |
| How to apply | Please send Peer Connector Application form to recruitment@sligosocialservices.ie |
| Closing Date | May 17th at 4pm |
| Proposed Interview Date(s) | TBC |
| Location of Post | Sligo Social Services, Charles Street, Sligo |
| Informal Enquiries | Roisin@sligosocialservices.ie or phone 0858051310 |
| Details of Service | <p>Community/Crisis Cafés provide an out-of-hours friendly and supportive community crisis prevention and crisis response service often in the evenings and at weekends in a café style/non-clinical safe environment through social, peer support, crisis intervention and recovery-based supports and services. The café service will support individuals and their family members/carers to deal with an immediate crisis and to plan safely drawing 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 volunteers, working on a pro-rata basis. Those who attend will be signposted to relevant mental health and well-being services and community supports as required. The Operations Manager will be able to directly refer the service user, if needed and meeting core criteria to the Crisis Resolution Team (CRT), who will provide a triage function to support an appropriate intervention or referral pathway.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none">•To increase early access to help for people experiencing mental health difficulty, mental health distress or are experiencing a crisis by providing a clear supports and an effective pathway to services provided by the HSE and other third sector and statutory providers.•To provide an alternative care pathway for individuals in times of mental health difficulty distress and crisis to support better outcomes for the service user.•To enable service users by supporting them to enhance their coping mechanisms and provide them with management techniques to help reduce the risk of or relapse of crisis.•To offer a supportive, calm, safe and reassuring environment for people experiencing or in recovery from a period of mental health crisis that is responsive to the individual needs of people attending.•To provide a responsive and tailored approach to support the improvement of the mental health and wellbeing of people using the service. |

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| | <ul style="list-style-type: none"> •To support individuals, their family, carers, and supporters to prevent, reduce and de-escalate any immediate crisis and to provide on-going management and build resilience for the service user, family/carer. |
| Reporting Relationship | The three post holders will report directly to the Solace Café Operations Manager. |
| Purpose of the Post | <p>The three Peer Connectors are skilled individuals who have had personal lived experience of mental health issues/challenges or experience in supporting someone with mental health challenges, who can respond to human distress in a recovery-oriented way. They are generally employed in a professional role to use their expertise and experience to inspire hope and recovery in others who are undergoing similar mental health experiences. The role of the Peer Connector is to support service users, family members/ significant others who are experiencing mental health challenges and who require help, connection, and reassurance out of hours by focusing on:</p> <ol style="list-style-type: none"> 1. Listening to values and preferences. 2. Instil hope and identification by empathising with the experience of the service user. 3. Signposting & navigation of local services. 4. Solution focused through dialogue. <p>Peer Connectors are skilled and compassionate individuals who can respond constructively to the challenges of mental distress in innovative ways that harness the value of lived experience.</p> |
| Principal Duties and Responsibilities | <p>Responsibilities:</p> <p>Under the direction of the operations manager and in collaboration with other Solace Café Peer Connectors, the Solace Café Peer Connector will:</p> <ul style="list-style-type: none"> • Foster recovery by promoting relationships with those who use the service. • 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 the recovery processes of connectedness, hope, identity meaning and empowerment. • Assist individuals to understand self-care and how to develop a self-care plan. • 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 Solace Café Operations Manager / Solace Café Service Coordinator, liaise with statutory bodies, services, and professionals as appropriate. • Any other duties as deemed necessary for the development and delivery of the service by the Solace Café Operations Manager. |
| Eligibility Criteria | Candidates must have by the closing date for receipt of applications for this post: |
| Qualifications and/ or Experience | <ol style="list-style-type: none"> 1. Professional Qualifications, Experience etc. <ol style="list-style-type: none"> (a) Personal experience of mental health difficulties including insight into the recovery process |

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| | <p>And</p> <p>(b) Hold a QQI Level 7 or above, or equivalent level of qualification in Community, Social, Health (Mental Health)</p> <p>And</p> <p>(c) Experience of working or volunteering with people with mental health needs.</p> <p>2. Health 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>3. Character Each candidate for and any person holding the office must be of good character.</p> |
| Post Specific Requirements | <ul style="list-style-type: none"> • Demonstrate depth and breadth of experience working with individuals with mental health needs as relevant to the role. • Demonstrate experience in the implementation of self-care frameworks and approaches in the context of mental health recovery, as relevant to the role. |
| Other Requirements | <ul style="list-style-type: none"> • Access to appropriate personal transport is a necessary requirement to carry out the duties and responsibilities of this post. • Ability to work in a flexible way, which will include evenings, weekends, and public holidays. |
| Skills, Competencies and / or Knowledge | <p><u>Candidates must:</u></p> <p><u>Professional Knowledge</u></p> <ul style="list-style-type: none"> • Demonstrate insight and understanding of the personal recovery process and what that may involve for individual service users. • Demonstrate knowledge and experience of self-care frameworks and approaches in the context of mental health recovery. • Demonstrate knowledge of the HSE Mental Health Services. • Demonstrate knowledge of the recovery process and how to use their own recovery story to support others. • Demonstrate knowledge and understanding of the importance of self-care and associated techniques, from a recovery perspective. • Demonstrate knowledge and experience of delivering a variety of group activities that support and strengthen recovery. • Demonstrate knowledge of Service User Safety including learning from mistakes /errors as well as developing a culture of safety, monitoring, and assurance. • Demonstrate some knowledge of current best practice in mental health recovery and social inclusion. • Demonstrate basic working knowledge of Information Technology. <p><u>Planning & Organising Skills</u></p> |

- Demonstrate organisational and time management skills to meet objectives within agreed timeframes and achieve quality results.
- Demonstrate the ability to work to tight deadlines and operate effectively with multiple competing priorities.

Evaluating Information and Decision Making

- Demonstrate the ability to assess complex information from a variety of sources and make effective decisions.
- Demonstrate effective problem solving and decision-making skills.

Leadership & Teamwork

- Demonstrate teamwork skills including the ability to work in a multidisciplinary team environment (i.e., in a team with other disciplines).
- Demonstrate a capacity to operate successfully in a challenging operational environment while adhering to quality standards.
- Demonstrate motivation and an innovative approach to the job within a changing working environment.
- Demonstrate the ability to facilitate and manage groups.
- Demonstrate the ability to be flexible and adapt to change.
- Demonstrate ability to work as a lone worker, in a range of settings and as appropriate.

Commitment to Providing a Quality Service

- Demonstrate a service user focus in the delivery of services.
- Demonstrate a core belief in and passion for the sustainable delivery of high-quality service user focused services.
- Demonstrate a commitment to recovery focused principles and practices.
- Demonstrate commitment to continuing professional development.

Communication & Interpersonal Skills

- Demonstrate effective interpersonal skills.
- Demonstrate effective written and verbal communication skills; including the ability to present information in a clear and concise manner.
- Demonstrate ability to form peer relationships with service users and supportive relationships with family members.
- Demonstrate the ability to interact in a professional manner with other Mental Health staff and other key stakeholders.

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| Campaign Specific Selection Process | A ranking and or shortlisting exercise may be carried out based on information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience considering those requirements. |
| Ranking/Shortlisting/ Interview | <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> |
| 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. | |

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Terms and Conditions of Employment

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| Tenure | The three Solace Café Peer Connector vacancies available are based on fixed term specific purpose contracts, two years in duration. |
| Remuneration | The salary for the post is 16,900 inclusive of premiums and overtime. |
| Working Week | The standard working week applying to the post is 15 hours per week. The Solace Café will be operating four evenings per week, Thursday – Sunday, 5pm – 11pm. The Solace Café Peer Connectors will be expected to work a minimum of two of these four evenings per week. The Solace Café Peer Connector role also has flexibility in terms of working from home. |
| Annual Leave | The annual leave associated with the post will be advised at job offer stage. |
| Probation | Every appointment of a person shall be subject to a probationary period of 12 months |
| Protection of Persons Reporting Child Abuse Act 1998 | 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 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. |