

## Solace Café Administrator – Crisis Resolution Service

### Job Specification & Terms and Conditions

<b>Job Title and Grade</b>	<b>Solace Café Administrator – Grade IV Management &amp; Administrative Scale</b>
<b>How to apply</b>	Please send an up-to-date CV with a cover letter outlining your interest and suitability for this position to <a href="mailto:recruitment@sligosocialservices.ie">recruitment@sligosocialservices.ie</a> before 4pm on
<b>Closing Date</b>	<b>May 17<sup>th</sup> 2024</b>
<b>Proposed Interview Date(s)</b>	TBC
<b>Location of post</b>	<b>Sligo Social Services, Charles Street, Sligo</b>
<b>Informal Enquires</b>	<a href="mailto:Roisin@sligosocialservices.ie">Roisin@sligosocialservices.ie</a> or ring 0858051310
<b>Details of Service</b>	<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"> <li>• To increase early access to help for people experiencing mental health difficulty, mental health distress or are experiencing a crisis by providing clear supports and an effective pathway to services provided by the HSE and other third sector and statutory providers.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <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 to prevent, reduce and de-escalate any immediate crisis and to provide on-going management and build resilience for the service user, family/carer</li> </ul>

<b>Reporting Relationship</b>	The post holder will report directly to the Solace Café Operations Manager.
<b>Purpose of the Post</b>	To provide administrative support for the community café, managing all administrative and functional requirements to ensure the efficient day to day delivery of service
<b>Principal Duties and Responsibilities</b>	<p>The position encompasses administrative responsibilities, which include the following:</p> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Ensure the efficient day-to-day administration of area of responsibility.</li> <li>• Ensure that deadlines are met, and service levels maintained.</li> <li>• Support the preparation and issuing of office documentation (correspondence, reports, etc.) to the highest possible standard by monitoring and reviewing the work of the team to ensure quality and accuracy.</li> <li>• Ensure that archives and records are accurate and readily available.</li> <li>• Maintain confidentiality of documentation, records, etc.</li> <li>• Maximise the use of technology in ensuring work is completed to a high standard.</li> <li>• Ensure the Solace Café Operations Manager / Solace Café Service Coordinator is kept informed of issues.</li> <li>• Ensure that stakeholders are kept informed and that their views are communicated to middle management.</li> <li>• Organise and attend meetings as required.</li> <li>• Take minutes at meetings and prepare for timely circulation following meeting.</li> <li>• Any other administrative duties as deemed necessary by the Solace Café Operations Manager</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying line manager of any deficiencies.</li> <li>• Ensure that service users are treated with compassion, dignity, and respect.</li> <li>• Act on feedback from service users / customers and report same to Line Manager</li> </ul> <p><b>Service Delivery and Improvement</b></p> <ul style="list-style-type: none"> <li>• Actively participate in innovation and support change and improvement initiatives within the service; implement agreed changes to the administration of the service.</li> <li>• Encourage and support staff through change processes.</li> </ul> <p><b>Standards, Policies, Procedures and Legislation</b></p>

	<ul style="list-style-type: none"> <li>• Maintain own knowledge of employer policies, procedures, guidelines, and practices, to perform the role effectively and to ensure current work standards are met by own team.</li> <li>• Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health &amp; Safety Legislation, Employment Legislation, FOI Acts, GDPR</li> <li>• Ensure consistent adherence to procedures within area of responsibility.</li> <li>• Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.</li> <li>• Support, promote and actively participate in sustainable energy, water, and waste initiatives to create a more sustainable, low carbon and efficient health service.</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</b></p> <p><b>Qualifications and/or experience</b></p>	<p><b>Candidates must have at the latest date of application: -</b></p> <p>Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish<sup>1</sup>. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p><b>Or</b></p> <p>Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.</p> <p><b>Or</b></p> <p>Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).</p> <p><b>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>Character</b> Each candidate for and any person holding the office must be of good character.</p>
<p><b>Post Specific Requirements</b></p>	<p>Where a post requires specific experience or skills this will be notified to panel members at “expression of interest” stage e.g., experience in HR, experience in Finance, typing skills.</p>

<p><b>Other requirements specific to the post</b></p>	<p><b>Please outline if there are specific practical requirements that are specific to the post.</b> e.g.</p>
<p><b>Skills, competencies and/or knowledge</b></p>	<p><b>Professional Knowledge &amp; Experience</b> <i>For example:</i></p> <ul style="list-style-type: none"> <li>• Demonstrates knowledge and experience relevant to the role as per the duties &amp; responsibilities, eligibility criteria and post specific requirements of the role.</li> <li>• Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.</li> <li>• Demonstrate the ability to work in line with relevant policies and procedures.</li> </ul> <p><b>Planning and Managing Resources</b> <i>For example:</i></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to plan and organise own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.</li> <li>• Sets realistic goals and timescales, taking account of potential problems and competing priorities.</li> <li>• Devotes time and energy to the most important task at any given time.</li> <li>• Maintains an awareness of value for money.</li> </ul> <p><b>Commitment to a Quality Service</b> <i>For example:</i></p> <ul style="list-style-type: none"> <li>• Demonstrate a commitment to providing a quality service.</li> <li>• Demonstrate awareness and appreciation of the service user and has strong customer service skills.</li> <li>• Embraces the change agenda; demonstrates flexibility, initiative, and adaptability in a changing work environment.</li> </ul> <p><b>Evaluating Information, Problem Solving &amp; Decision Making</b> <i>For example:</i></p> <ul style="list-style-type: none"> <li>• Demonstrate numeracy skills, the ability to evaluate information, problem solve and make effective decisions.</li> <li>• Makes decisions and solves problems in a timely manner before they accumulate.</li> <li>• Gathers information from enough sources and other people to make well founded decisions / solve problems.</li> </ul> <p><b>Team working</b> <i>For example:</i></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to work on your own initiative as well as part of a team.</li> <li>• Contributes to a positive team spirit.</li> <li>• Demonstrates a willingness to become involved and help team members if they are under pressure.</li> </ul> <p><b>Communication &amp; Interpersonal Skills</b> <i>For example:</i></p>

	<ul style="list-style-type: none"> <li>• Effective communication skills including the ability to present information in a clear and concise manner.</li> <li>• Strong written communication skills</li> <li>• Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect.</li> <li>• Demonstrate the ability to influence people and events.</li> </ul>
<b>Campaign Specific Selection Process</b>  <b>Ranking / Shortlisting / Interview</b>	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.
<b>How to apply</b>	Please send an up-to-date CV with a cover letter outlining your interest and suitability for this position to <a href="mailto:recruitment@sligosocialservices.ie">recruitment@sligosocialservices.ie</a> by 5pm on
<b>This Job Specification 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.</b>	

**Solace Café Administrator Crisis Resolution Services  
Terms and Conditions of Employment**

<b>Tenure</b>	Fixed term contract of 12 months
<b>Remuneration</b>	The Salary for this post is 16,000 per annum
<b>Working Week</b>	The standard working week applying to the post is to be confirmed at Job Offer stage. Some hybrid working options can be considered as part of this post allowing working from home and on site at the Solace Café.
<b>Annual Leave</b>	The annual leave associated with the post will be confirmed at contracting stage.
<b>Probation</b>	Every appointment of a person shall be subject to a probationary period of 12 months