

Solace Café Operations Manager- Crisis Resolution Services
Job Specification, Terms & Conditions

Job Title and Grade	Solace Café Operations Manager – Grade VI HSE Management & Administrative Scale
How to apply	Please send an up-to-date CV and cover letter outlining your interest and suitability for this position to recruitment@sligosocialservices.ie by 5pm on
Closing Date	May 17 th 2024
Proposed Interview Date (s)	TBC
Location of Post	Sligo Social Services, Charles Street, Sligo
Informal Enquiries	Roisin@sligosocialservices.ie or contact 0858051310
Details of Service	<p>Crisis Cafés/Solace 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.</p> <p>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.</p> <p>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 wellbeing services and community supports as required.</p> <p>The Solace Café 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>Objectives:</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. • 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	Service Manager –Sligo Social Services

<p>Purpose of the Post</p>	<p>This is a management role for a healthcare professional.</p> <p>The Café Operations Manager will manage all planning and operational functions of the Café, providing oversight on the day-to-day operation of the crisis café and leadership across the service. Acting as a line manager, the Operations manager will work to ensure the service is of the highest quality and will support the continued growth and development of the service.</p> <p>The Café Operations Manager will lead the team, in providing support and practical assistance to service users, and will facilitate and support information sharing to promote choice, self-determination and opportunities for connection with local communities.</p> <p>They will manage relevant linkages with other mental health services and community-based support programmes. The Solace Café Operations Manager will work alongside service users on a one to one and / or group basis.</p>
<p>Principal Duties and Responsibilities</p>	<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Design and implement operational plan for the Solace Café Service in collaboration with key stakeholders. • Manage the operational budget assigned to the service and report monthly on financial expenditure. • Ensure the crisis cafe and staff provide high-quality person-centred crisis support to service users that embody the values of HSE CHO East and working towards the Solace Café service objectives. • Develop and encourage an operational culture of continuous performance improvement at both an individual and service level. • Build a cooperative and collaborative team that is flexible and adaptable to changing requirements. • Assign work to team members, monitor, and supervise the day-to-day delivery and quality standards of the work. • Provide professional guidance and coaching to staff on assessment of need, risk management, crisis prevention, crisis resolution and incident management and safeguarding concerns. • Provide support directly to clients. • Monitor the team’s performance through audits, quality assurance checks and supervision/appraisal process. • Participate in training and development opportunities as agreed with line manager necessary for the role and as part of agreed personal development plan. • Oversee and ensure the development, delivery and review of client-focused interventions including emotional support, advice and information around benefits/housing/social stressors, safety planning and appropriate signposting and onward referral. • Manage the recruitment, induction and training of staff and support staff in their continued professional development. • Work in partnership with the Café team to manage incoming referrals from service users. • Engage with the CRT in relation to clients who may need escalation and referral to the CRT and formally refer clients on agreement with CRT for triage and assessment. • Promote and manage collaborative integrated relations across the mental health system including Crisis Resolution Team, Single

	<p>Point of Access, First Response, Safeguarding, Out of Hours Service, Mental Health Liaison Teams, Adult Community Mental Health Services, and Emergency Services etc.</p> <ul style="list-style-type: none"> • Manage upkeep of premises and report any maintenance problems. • Manage reporting and evaluation requirements of the service to ensure targets and quality service outcomes are met. • Fulfil all responsibilities in relation to governance and reporting on the café as set out by the local service and the operating model. • Any other duties as deemed necessary by the Services Manager, which may include administrative work, promoting the Solace Café in the local area, developing external care pathways, service improvements, and supporting Aware with its other services. <p>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.</p>
<p>Eligibility Criteria Qualifications and/ or Experience</p>	<p>Candidates must have by the closing date for receipt of applications for this post:</p> <ol style="list-style-type: none"> 1. Professional Qualifications, Experience etc., <ol style="list-style-type: none"> a. Hold a QQI Level 8 or above qualification in a relevant discipline - Mental Health Nursing, Psychology, Psychotherapy, Social Work, Social Care, Occupational Therapy <p>And</p> <ol style="list-style-type: none"> b. Have a minimum experience of two years supervisory and/or management in a community, healthcare or related field <p>And</p> <ol style="list-style-type: none"> c. Have experience of supporting people in a 1:1 or group capacity d. Experience of building relationships across a variety of organisations <ol style="list-style-type: none"> 2. Health <p>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> <ol style="list-style-type: none"> 3. Character <p>Each candidate for and any person holding the office must be of good character.</p>
<p>Post Specific Requirements</p>	<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 approaches in the context of mental health recovery, as relevant to the role.
<p>Other Requirements</p>	<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 a flexible way (evenings, weekends, and public holidays)

<p>Skills, Competencies and / or Knowledge</p>	<p>Candidates must:</p> <p><u>Professional Knowledge</u></p> <ul style="list-style-type: none"> • <u>Demonstrate knowledge and experience of delivering mental health support services including crisis support.</u> • Demonstrate knowledge of the HSE Mental Health Services. • Demonstrate insight and understanding of the personal recovery process and what that may involve for individual service users. • Demonstrate knowledge of the basic structure of the Community Mental Health Team. • 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 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 working knowledge of Information Technology. <p><u>Planning & Organising Skills</u></p> <ul style="list-style-type: none"> • 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. <p><u>Evaluating Information and Decision Making</u></p> <ul style="list-style-type: none"> • Demonstrate the ability to assess complex information from a variety of sources and make effective decisions. • Demonstrate effective problem solving and decision-making skills. <p><u>Leadership & Teamwork</u></p> <ul style="list-style-type: none"> • Demonstrate the ability to lead a team and facilitate and manage groups. • Demonstrate the ability to design and manage operational plans for a service. • 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 be flexible and adapt to change. • Demonstrate ability to work as a lone worker, in a range of settings and as appropriate. <p><u>Commitment to Providing a Quality Service</u></p> <ul style="list-style-type: none"> • Demonstrate a commitment to manage and develop a quality service. • Demonstrate a service user focus in the delivery of services.
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	<ul style="list-style-type: none"> • 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. <p>Communication & Interpersonal Skills</p> <ul style="list-style-type: none"> • 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.
<p>Campaign Specific Selection Process</p> <p>Ranking/Shortlisting/Interview</p>	<p>A ranking and or shortlisting exercise may be carried out based on information supplied in your application. 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.</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>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.</p>	

**Solace Café Operations Manager
Terms and Conditions of Employment**

Tenure	Fixed term contract of 12 months
Remuneration	The salary scale for the post is: €48,000-€54,000
Working Week	The standard working week applying to the post is 35 hours per week. The Solace Café will be operating four evenings per week, Thursday – Sunday, 5pm to 11pm. The Solace Café Operations Manager will be expected to work a minimum of two of these four evenings per week. The rest of the hours within this 35 hour per week .
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.
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