

<b>Job Title and Grade</b>	<b>Solace Café Operations Manager</b>
<b>Closing Date</b>	<b>30 Oct 2024</b>
<b>Contract Type</b>	<b>Fixed term 18 months</b>
<b>Proposed Interview Date (s)</b>	<b>Early November 2024</b>
<b>Hours</b>	<b>35 hours per week</b>
<b>Salary Scale</b>	€48,000-€54,000
<b>Location of Post</b>	<b>Limerick</b>
<b>Informal Enquiries</b>	info@limerickmentalhealth.ie
<b>Details of Service</b>	<p>Solace Cafés provide an out-of-hours friendly and supportive community crisis prevention and crisis support service in the evenings and at weekends in a café style/non-clinical safe environment. 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 well-being. 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 rota basis. Those who attend will be signposted to relevant mental health and well-being services and community supports as required</p> <p><b><u>Aim:</u></b> To provide an out-of-hours, friendly and supportive community-based adult 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 support and recovery-based supports and services.</p> <p><b><u>Objectives:</u></b></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 effective signposting to services provided by the HSE and other third sector and statutory providers.</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>	Reporting to the Board of Trustees
<b>Purpose of the Post</b>	<p>The Solace Café Operations Manager will manage all planning and operational functions of the Café, providing oversight on the day-to-day operation of the café and leadership across the service. 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 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 and connection with local services and supports as required. They will manage relevant linkages with other mental health services and community-based support programmes. The Operations manager will work alongside service users on a one to one and / or group basis.</p>
<b>Principal Duties and Responsibilities</b>	<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>● Design and implement operational plan in line with agreed national standard operating procedure and Model of Care for the Solace Café Service in collaboration with key stakeholders.</li> <li>● Manage the operational budget assigned to the service and report monthly on financial expenditure.</li> <li>● Ensure Solace cafe staff provide high-quality person-centred care and support to service users in line with the Solace cafe service objectives.</li> <li>● Develop and encourage an operational culture of continuous performance improvement at both an individual and service level.</li> <li>● Build a cooperative and collaborative team that is flexible and adaptable to changing requirements.</li> <li>● Assign work to team members, monitor and supervise the day-to-day delivery and quality standards of the work.</li> <li>● Provide professional guidance and coaching to staff on assessment of need, risk management, crisis prevention, crisis support and incident management and safeguarding concerns.</li> <li>● Provide direct support to service users, relatives or people of significance to service user.</li> <li>● Actively participate in crisis management.</li> <li>● Manage the promotion, creation and maintenance of a welcoming, safe, caring, stable environment for service users/carers.</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>● Manage the adherence to the café code of conduct procedures to ensure a safe environment for both staff and service users.</li> <li>● Monitor the team's performance through audits, quality assurance checks and supervision/appraisal processes.</li> <li>● Participate in training and development opportunities as agreed with line manager necessary for the role and as part of agreed personal development plan.</li> </ul>

	<ul style="list-style-type: none"> <li>● 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.</li> <li>● Manage the recruitment, induction and training of staff and support staff in their continued professional development.</li> <li>● Work in partnership with the Café team to manage incoming referrals from service users.</li> <li>● Promote and manage collaborative integrated relations across the mental health system including Crisis Resolution Team, Single Point of Access, First Response, Safeguarding, Out of Hours Service, Mental Health Liaison Teams, Adult Community Mental Health Services, and Emergency Services etc.</li> <li>● Manage upkeep of premises and report any maintenance problems.</li> <li>● Manage reporting and evaluation requirements of the service to ensure targets and quality service outcomes are met.</li> <li>● Fulfil all responsibilities in relation to governance and reporting on the café as set out by the local service and the operating model.</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 Qualifications and/ or Experience</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></p> <p>(a) Hold a QQI Level 8 or above qualification in Social, Community, Mental Health or related field</p> <p><b>or</b></p> <p>(b) Have a minimum experience of three years in a community, healthcare or related field</p> <p><b>And</b></p> <p>(c) Have experience of supporting people in a 1:1 or group capacity</p> <p>(d) Experience of building relationships across a variety of organisations</p> <p><b>2. Health</b></p> <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> <p><b>3. Character</b></p> <p>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> </ul>

	<ul style="list-style-type: none"> <li>● Demonstrate experience in the implementation of approaches in the context of mental health recovery, as relevant to the role.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>● Access to appropriate personal transport is a necessary requirement in order to carry out the duties and responsibilities of this post.</li> <li>● Ability to work flexible hours, including weekend, evenings and night (through a rota system).</li> </ul>
<b>Skills, Competencies and / or Knowledge</b>	<p><b>Candidates must:</b></p> <p><b><u>Professional Knowledge</u></b></p> <ul style="list-style-type: none"> <li>● Demonstrate knowledge of the HSE Mental Health Services.</li> <li>● Demonstrate insight and understanding of the personal recovery process and what that may involve for individual service users.</li> <li>● Demonstrate knowledge and understanding of the importance of self-care and associated techniques, from a recovery perspective.</li> <li>● Demonstrate knowledge and experience of delivering a variety of group activities that support and strengthen recovery.</li> <li>● Demonstrate knowledge of Service User Safety as well as developing a culture of safety, monitoring and assurance.</li> <li>● Demonstrate some knowledge of current best practice in mental health recovery and social inclusion.</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><u>Planning &amp; Organising Skills</u></b></p> <ul style="list-style-type: none"> <li>● Demonstrate organisational and time management skills to meet objectives within agreed timeframes and achieve quality results</li> <li>● Demonstrate the ability to work to tight deadlines and operate effectively with multiple competing priorities.</li> </ul> <p><b><u>Evaluating Information and Decision Making</u></b></p> <ul style="list-style-type: none"> <li>● Demonstrate the ability to assess complex information from a variety of sources and make effective decisions.</li> <li>● Demonstrate effective problem-solving and decision-making skills.</li> </ul> <p><b><u>Leadership &amp; Teamwork</u></b></p> <ul style="list-style-type: none"> <li>● Demonstrate the ability to lead a team and facilitate and manage groups</li> <li>● Demonstrate the ability to design and manage operational plans for a service.</li> <li>● Demonstrate teamwork skills including the ability to work in a multidisciplinary team environment (i.e. in a team with other disciplines).</li> <li>● Demonstrate a capacity to operate successfully in a challenging operational environment while adhering to quality standards.</li> <li>● Demonstrate motivation and an innovative approach to the job within a changing working environment.</li> </ul>

	<ul style="list-style-type: none"> <li>● Demonstrate the ability to be flexible and adapt to change.</li> <li>● Demonstrate ability to work as a lone worker, in a range of settings and as appropriate.</li> </ul> <p><b><u>Commitment to Providing a Quality Service</u></b></p> <ul style="list-style-type: none"> <li>● Demonstrate a commitment to manage and develop a quality service.</li> <li>● Demonstrate a service user focus in the delivery of services.</li> <li>● Demonstrate a core belief in and passion for the sustainable delivery of high-quality service user focused services.</li> <li>● Demonstrate a commitment to recovery focused principles and practices.</li> <li>● Demonstrate commitment to continuing professional development.</li> </ul> <p><b><u>Communication &amp; Interpersonal Skills</u></b></p> <ul style="list-style-type: none"> <li>● Demonstrate effective interpersonal skills.</li> <li>● Demonstrate effective written and verbal communication skills; including the ability to present information in a clear and concise manner.</li> <li>● Demonstrate ability to form peer relationships with service users and supportive relationships with family members.</li> <li>● Demonstrate the ability to interact in a professional manner with other Mental Health staff and other key stakeholders.</li> </ul>
<p><b>Campaign Specific Selection Process</b></p> <p><b>Ranking/Shortlisting/ Interview</b></p>	<p>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 in light of 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> 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>	