

## Peer Connector (Relief Staff)

### Job Specification

Please quote Reference No 2024-016 when applying for this position and include the Position Title in your letter of application.

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>	Peer Connector (Relief Staff)
<b>Closing Date</b>	Closing date for receipt of applications is 12 noon on 2 <sup>nd</sup> August 2024. Applications received outside this time will not be considered.
<b>Proposed Interview Date (s)</b>	Interviews will be held week commencing 12 <sup>th</sup> August 2024.
<b>Tenure</b>	Casual Contract
<b>Working Week</b>	No set hours, relief panel workers will work on an 'as and when required/available basis. Relief panel will be on a Casual Contract.
<b>Location of Post</b>	Galway Community Café, Galway City Centre
<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>	<p>Community Healthcare West is partnering with Mental Health Ireland to continue the development of the Community Café service through the employment of Peer Connectors. These posts are guided by the National Framework for Recovery in Mental Health (2018-2020), Sharing the Vision 2020 -2025 and are in line with Mental Health Ireland's strategy– Mental Health for All – Hope, Strength &amp; Action (2022- 2024) Priority Area 1, Objective 1.</p> <p>The Mental Health Services of Community Healthcare West provides a secondary mental health service to adults in Galway Mayo &amp; Roscommon. Services are primarily community oriented, and recovery focused with multi-disciplinary community mental health teams working in defined geographical catchment areas. Specialist teams provide a multi-disciplinary service in Mental Health &amp; Intellectual Disability, Psychiatry of Later Life and Rehabilitation and Recovery.</p> <p>The key purpose of the Café is to provide <b>an out-of-hours</b> mental health peer support service in a café environment. The peer support will be offered in an accessible, safe and inclusive space. The aim is to provide a service to individuals, their family and supporters who need support with (ongoing management of a mental health challenge) maintaining their mental health &amp; wellbeing. The role will also involve recovery working practices to assist with navigating local services and engaging with the mental health services. Service users who present to the Community Café will be supported through A&amp;E if necessary and under conditions to be set by the clinical leadership of CHW mental health Team Lead.</p> <p><u>This initiative has three aims:</u></p> <ul style="list-style-type: none"> <li>• To add out-of-hours capacity to support those experiencing mental health distress.</li> </ul>

	<ul style="list-style-type: none"> <li>• To demonstrate a socially innovative model for mental health services and potential for extension to other areas.</li> <li>• To deliver a service that is person centred based on expressed need and developed through consultation and coproduction.</li> </ul> <p><u>The initiative will implement some significant innovations in pathway design:</u></p> <ul style="list-style-type: none"> <li>• To provide significant engagement and contact with individuals outside of typical service working hours.</li> <li>• To support some individuals through A&amp;E each evening the Community Café is open where appropriate and when necessary.</li> <li>• To gauge user satisfaction using a model.</li> <li>• To demonstrate the value of the co-production process used during the design and delivery of the service.</li> <li>• Implement the evaluation of the initiative and produce a case study to support and justify further investment, enhancement and extension of the service.</li> </ul>
<b>Reporting Relationship</b>	<p>The post holder will report directly to the nominated Solace Café Service Coordinator.</p>
<b>Purpose of the Post</b>	<p>Community Healthcare West is partnering with Mental Health Ireland to deliver a community Cafe service. The post is guided by the National Framework for Recovery in Mental Health (2018-2020), Sharing the Vision 2020 -2025. This is also in line with Mental Health Ireland’s strategy– Mental Health for All – Hope, Strength &amp; Action (2022- 2024) Priority Area 1, Objective 1.</p> <p>The role of the Peer Connector has been developed to support service users, family members/ significant others who are experiencing mental health challenges and who require (help) support, connection, and reassurance out of hours.</p> <p>A Peer Connector is a skilled individual with lived experience of mental health challenges and the process of recovery or supporting someone with mental health challenges who can respond to human distress in a recovery-oriented way that focuses on:</p> <ol style="list-style-type: none"> <li><b>1. Listening to values and preferences</b></li> <li><b>2. Signposting &amp; navigation of local services</b></li> <li><b>3. Goal striving</b></li> <li><b>4. Solution focused through dialogue.</b></li> </ol> <p>Peer Connectors are compassionate individuals who can respond constructively to the challenges of mental health distress in innovative ways which harness the value of lived experience. This innovative service aims to support and guide individual’s experiencing emotional distress and challenge, loneliness, or disorientation when regular or typical supports are unavailable.</p> <p>The Peer Connector will use their recovery expertise gained through lived experience to inspire hope and recovery in others. A core member of the mental health service, the Peer Connector will work with an agreed number of individuals on a one to one or group basis. They will also work jointly with their colleagues and will work under the supervision of line management.</p>
<b>Principal Duties and Responsibilities</b>	<p>Under the direction of the nominated line manager, and in collaboration with other Peer Connectors, the Peer Connector will:</p> <ul style="list-style-type: none"> <li>• Foster recovery promoting relationships with those who use the service.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate sound recovery working practices and manage boundaries and use judgement when confronted with risk or complexity.</li> <li>• Assist individuals to identify their needs strengths, personal interests and goals.</li> <li>• Facilitate solution focused/ person centred conversations, new ways of communicating and problem solving.</li> <li>• Provide opportunities for individuals to direct their own recovery based on the recovery processes of connectedness, hope, identity, meaning and empowerment.</li> <li>• Provide relevant and reliable information on a wide range of mental health related issues relevant to need.</li> <li>• Signpost to appropriate local support and information services in the community.</li> <li>• Assist individuals to understand their rights and choices within the service and the supports available to access these.</li> <li>• In consultation with the Team Leader/Line Manager, liaise with statutory bodies, services and professionals as appropriate.</li> <li>• Maintain all written records as requested and as per HSE policies and relevant legislation.</li> <li>• Report any concerning incidents, complaints or unusual occurrences to their Assistant Team Leader / Team Leader as per HSE policies.</li> <li>• Plan and risk-assess with his/her team or line manager to work without close or direct supervision, in line with the local Lone Worker Policy and Procedures.</li> <li>• Participate in regular supervision sessions, attend regular team and staff meetings.</li> <li>• Liaise with Team Leader / Assistant Team Leader regarding leave entitlements and adhere to MHI policies.</li> <li>• Promote equality of opportunity and good relations as outlined in the HSE Equality Policy.</li> <li>• Be aware of the Human Rights legislation in relation to the requirements of this post.</li> <li>• Observe all health &amp; safety regulations, observe correct use of electrical equipment, ensure fire safety procedures are adhered to and report all faults to the appropriate authority.</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. Undertake all duties involved in operating a Community Café e.g., making and serving coffee, maintaining the hygiene standards of the Café.</li> </ul>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/ or Experience</b></p>	<p><b>Candidate 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) Personal experience of mental health challenges or as a family member / close supporter and demonstrates insight into experience of the recovery process.</p> <p style="text-align: center;"><b>And</b></p> <p>(b) Experience of working (paid or voluntary) with individuals or families with mental health needs.</p>
<p><b>Desirable</b></p>	<p>Certification in Peer Support (DCU / GMIT).</p>
<p><b>Post Specific Requirements</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate in-depth experience of working with and supporting people with mental health challenges.</li> <li>• Demonstrate in-depth understanding of recovery.</li> <li>• Demonstrate experience in the implementation of self-care frameworks and approaches in the context of mental health recovery.</li> <li>• Demonstrate knowledge and awareness of reflective practice</li> <li>• Demonstrate an understanding of the role of peer support</li> </ul>

<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Post holders must be willing to complete specified training, and to continually develop the Peer Connector Role.</li> <li>• Ability to work a flexible pattern, which will include evenings, weekends, bank and public holidays.</li> <li>• Appropriate References.</li> <li>• Garda Vetting Clearance.</li> </ul>
<b>Skills, Competencies and / or Knowledge</b>	<p><b>Candidates must:</b></p> <p><u>Communication &amp; Interpersonal Skills</u></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 family members.</li> </ul> <p>Demonstrate the ability to interact in a professional manner with other Mental Health staff and other key stakeholders.</p> <p><u>Leadership &amp; Teamwork</u></p> <ul style="list-style-type: none"> <li>• Demonstrate teamwork skills including the ability to work as part of a team environment.</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> <li>• Demonstrate flexibility, adaptability and initiative skills including the ability to adapt to change.</li> </ul> <p><u>Commitment to Providing a Quality Service</u></p> <ul style="list-style-type: none"> <li>• Demonstrate a client/user focus in the delivery of services.</li> <li>• Demonstrate a core belief in and passion for the sustainable delivery of high-quality user focused services.</li> <li>• Demonstrate a commitment to recovery focused community development principles and practices.</li> <li>• Demonstrate commitment to continuing professional development.</li> </ul> <p><u>Professional Knowledge</u></p> <ul style="list-style-type: none"> <li>• Demonstrate insight and understanding of the recovery process and what that may entail for individuals.</li> <li>• Demonstrate knowledge of recovery as a process and how to support others to develop their own recovery story.</li> <li>• Demonstrate knowledge and understanding of the importance of self-care and associated techniques, from a recovery perspective.</li> <li>• Demonstrate knowledge of Service User Safety including learning from mistakes 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 an understanding of the peer support role</li> <li>• Demonstrate basic IT skills needed to support café work (e-mail, Microsoft Office, etc.).</li> <li>• Have a working knowledge of online platforms – MS Teams, Zoom.</li> </ul> <p><u>Planning &amp; Organising Skills</u></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 collaboratively and operate effectively with multiple competing priorities.</li> </ul> <p><u>Evaluating Information and Decision Making</u></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to evaluate complex information from a variety of sources and make effective decisions.</li> <li>• Demonstrate effective problem solving and decision-making skills.</li> </ul>
<b>Benefits</b>	<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>
<b>Recruitment Campaign Specification Selection Process</b>	<p>Short listing will be carried out on the basis of information supplied in your CV and cover letter. The criteria for shortlisting is based on the requirements of the post as outlined in the eligibility criteria and skills.</p> <p>Please ensure that salient information is included regarding these requirements as failure to do so may result in you not being called forward for interview.</p>
<b>Contract Length</b>	The anticipated initial vacancy is available on a Casual Contract. The initial duration of this anticipated casual contract is 6 months from start date.
<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 IV, Point 4 €33,508 (plus the 8%) per annum.</p> <p>The Salary for the post will be €36,188 (inclusive 8%) per annum.</p> <p>Your salary will be €18.81 per hour on a Casual Contract.</p> <p>The salary for the position has been set at a level that incorporates any allowances for unsociable or out of hours working.</p>
<b>Working Week</b>	18.5 Hours part time to be provided in the main out of normal working hours.
<b>Annual Leave</b>	26 Days, Pro-Rated to amount of hours worked.
<b>Probation</b>	3 months

**Please ensure to include the relevant Job Reference Number 2024-016 in your letter of application.**