



## Solace Café Service Coordinator- Crisis Resolution Services

### Job Specification, Terms & Conditions

<b>Job Title and Grade</b>	<b>Solace Café Service Coordinator (15 hours) – Grade V Management &amp; Administrative Scale</b>
<b>How to apply</b>	<b>Please send an up-to-date CV and cover letter outlining your interest and suitability for this position to <a href="mailto:info@aware.ie">info@aware.ie</a> before 3pm on Friday 19<sup>th</sup> September 2025</b>
<b>Closing Date</b>	<b>Friday 19<sup>th</sup> September 2025</b>
<b>Proposed Interview Date (s)</b>	<b>Week beginning 29<sup>th</sup> September 2025</b>
<b>Location of Post</b>	<b>Blackrock, Co. Dublin</b>
<b>Informal Enquiries</b>	<b>Ciara Glynn, Operations Manager – <a href="mailto:ciara.glynn@aware.ie">ciara.glynn@aware.ie</a></b>
<b>Details of Service</b>	<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. 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 wellbeing services and community supports as required. 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><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 a clear support 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 holders will report directly to the Solace Café Operations Manager.

<b>Purpose of the Post</b>	<p>This is a role in the mental health sphere for a health / social care professional. The Solace Café Service Coordinators will support the Solace Café Operations Manager with the planning and operational functions of the Café and providing oversight on the day-to-day operation of the crisis café and the provision of quality crisis support services. The Solace Café Service Coordinators will provide leadership on shifts across the service and will supervise designated café support staff and volunteers. The Solace Café Service Coordinators will work alongside peer support staff and volunteers to ensure services are of the highest quality and support the continued growth and development of the service.</p>
<b>Principal Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Contribute to the ongoing development of the service in keeping with good practice and Model of Care objectives.</li> <li>• Assist in the administration and day-to-day operation of the service.</li> <li>• Support the Cafe Operations Manager in the delivery of a quality service ensuring professional standards are maintained in accordance with professional, national, and local requirements.</li> <li>• Work within current legislation and policies, procedures, guidelines, and protocols as laid down by the employer.</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>• Treat service users and their families with dignity and respect, always promoting a culture of unconditional positive regard.</li> <li>• Contribute to the promotion, creation, and maintenance of a welcoming, safe, caring, stable environment.</li> <li>• Work constructively and in a positive manner within the team to deliver services, which are safe, progressive, individualised, and meet the needs of those using the service.</li> <li>• Ensure that the primary care needs of the service user are met by working in an integrative way with key stakeholders.</li> <li>• Work in partnership with the parent, family, and other agencies on behalf of the service user.</li> <li>• Promote the rights and responsibilities of each service user within the centre.</li> <li>• Promote physical, emotional, social, cultural, ethnic, and spiritual welfare of each service user in care.</li> <li>• Actively participate in crisis management.</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>• Be available, as appropriate to relatives or people of significance to service user, to offer information, support, and guidance.</li> <li>• Ensure strong record management on all service users supports.</li> <li>• Keep records of services that have been signposted to service users to inform and improve signposting service offering in the café.</li> <li>• Participate in team meetings and report to the Café Operations Manager on matters affecting the delivery of service.</li> <li>• Deputise for the Solace Café Operations Manager as and when required.</li> <li>• Any other duties as deemed necessary by the Solace Café Operations Manager including administrative work, promotion of the Solace Café in the local area, developing external care pathways, service improvements, and supporting Aware with its other services.</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</b></p>

	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>Eligibility Criteria Qualifications and/ or Experience</b>	<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> Possess QQI Level 8 and above in a relevant discipline, e.g. Mental Health Nursing, Psychology, Psychotherapy, Social Work, Social Care, Occupational Therapy or related discipline</p> <p><b>And</b></p> <p>(a) Have a minimum experience of two years in a community, health / social care, or related field.</p> <p><b>And</b></p> <p>(b) Have experience of supporting people in a 1:1 or group capacity (c) Experience of building relationships across a variety of organisations.</p> <p><b>2. 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>3. Character</b> Each candidate for and any person holding the office must be of good character.</p>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Lived Experience of mental health challenges/accessing services or experience of supporting a family member/loved one with these challenges</li> </ul>
<b>Post Specific Requirements</b>	<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> <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>Ability to work a flexible way (evenings, weekends, and public holidays)</li> </ul>
<b>Skills, Competencies and / or Knowledge</b>	<p><b>Candidates must:</b></p> <p><b>Professional Knowledge &amp; Experience (<i>including evaluating information and judging situations</i>)</b></p> <ul style="list-style-type: none"> <li>Demonstrates a high level of professional knowledge to carry out the duties and responsibilities of the role.</li> <li>Demonstrates the knowledge and ability required to provide safe, efficient, and effective service in practice.</li> <li>Demonstrates knowledge of a range of appropriate interventions relevant to the service user group and an ability to apply knowledge to best practice.</li> <li>Demonstrates an ability to consistently deliver a high-quality service according to standards of best practice.</li> <li>Integrates professional judgement with the application of models of practice.</li> <li>The ability to evaluate information and make effective decisions in a timely manner.</li> <li>Thinks ahead to the consequences of decisions and considers precedence to ensure consistency.</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>Planning and Managing Resources</b></p> <ul style="list-style-type: none"> <li>• Demonstrate evidence of effective planning and organising skills including awareness of resource management and importance of value for money.</li> <li>• The ability to manage self in a busy working environment including the ability to prioritise workloads.</li> <li>• Demonstrate ability to manage deadlines and effectively handle multiple tasks.</li> </ul> <p><b>Team Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an ability to work on your own initiative as well as part of a wider team.</li> <li>• Demonstrate the ability to create networks and establish partnerships and linkages with other community workers and organisations.</li> <li>• Demonstrates the ability to both give direction / feedback, and take direction / feedback, from others.</li> <li>• Demonstrate flexibility and openness to change and supports others in a changing environment.</li> </ul> <p><b>Commitment to providing a Quality Service</b></p> <ul style="list-style-type: none"> <li>• Demonstrate initiative and innovation, identifying areas for improvement.</li> <li>• A commitment to assuring high standards and strive for a user centered service.</li> <li>• Demonstrate ability to advocate effectively for the rights, decisions and needs of service users and promote service user access to resources, additional supports, and services.</li> <li>• Demonstrate a commitment to continuing professional development.</li> </ul> <p><b>Communication &amp; Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Empathise with and treat clients, relatives and colleagues with dignity and respect.</li> <li>• Demonstrate effective communications and interpersonal skills including the ability to resolve conflict and empower people with sometimes quite divergent points of view.</li> <li>• Tailors' communication to meet the needs of the service user.</li> <li>• Presents information in a clear and concise manner.</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. 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 Service Coordinator  
Terms and Conditions of Employment**

<b>Tenure</b>	The vacancies available are for a fixed contract specific purpose part-time contract 1 year in duration.
<b>Remuneration</b>	The salary associated with the role is Grade V Management & Administration Scale, €44,000 - €48,000 per annum (pro-rata).
<b>Working Week</b>	<p>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 to 10pm. The Solace Café Service Coordinator will be expected to work two of these four evenings per week.</p> <p>The remainder of the working hours within this 15 hours per week contract will be worked from the office holder's home or occasionally from the Aware Offices on Leeson St.</p>
<b>Annual Leave</b>	The annual leave associated with the post will be advised at job offer stage.
<b>Probation</b>	Every appointment of a person shall be subject to a probationary period of 12 months.
<b>Protection of Persons Reporting Child Abuse Act 1998</b>	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.