



EXCHANGE HOUSE IRELAND

National Travellers Service

Exchange House Ireland National Travellers Service is the largest Traveller specific front line service provider, governed by a voluntary board of management. The service has over 36 years' experience working with and for Travellers, providing a professional front-line family support, crisis intervention, education, suicide prevention, mental health support, training and services for children, young people and families in Ireland. The service consists of Children and Young People's Service, Education and Training Service, Family Support and Crisis Intervention Service and National Travellers' Mental Health Service.

National Travellers Mental Health Service

The National Travellers Mental Health Service addresses suicide prevention and mental health promotion within the Traveller community by promoting positive mental health in the whole community, promoting and utilising universal prevention strategies and providing dedicated Traveller mental health advocacy and support service for those in distress. It does this by offering community based engagement with local services and organisations across Ireland and a culturally specific 1:1 mental health support and advocacy in Dublin.

The community engagement element consists of two staff; suicide prevention facilitator/trainer and a suicide prevention men's development worker, both based out of Exchange House Ireland in Dublin. The 1:1 service is staffed by Social Workers, Mental Health Workers and Addiction Counsellors. The service supports and organises local and regional events; delivers training and workshops regionally and locally to staff of Traveller organisations and members of the Traveller community; runs national anti-stigma campaigns; promote mental health skills and behaviour within the Traveller community, works in partnerships with local and national Traveller organisations and provides culturally specific 1:1 mental health support and advocacy in Dublin.

The service adheres to and is guided by the Ireland's National Strategy to Reduce Suicide 2015-2020 "Connecting for Life".

Exchange House Ireland now wishes to recruit a Senior Mental Health Service Lead

Who will plan, organise, motivate and direct the work of the National Travellers Mental Health Team. The post holder will hold responsibility for the delivery of all mental health programmes and the 1:1 support service provision.

Job Description

The National Travellers Senior Mental Health Service Lead provides leadership and management of all of the services mental health programmes. The successful post holder will provide leadership and management to the National Travellers Mental Health team and be responsible for the development of innovation, growth, quality improvement and evidence based practice in the delivery of mental health services to Travellers in Ireland. S/he will take a lead role in developing and sustaining co-operative and collaborative relationships with a range of key stakeholders from the statutory, voluntary and community sector. The manager will help facilitate the development

of strong governance frameworks that are in keeping with Exchange House Ireland and support the implementation and growth of the National Travellers Mental Health Service.

Reporting to:

- Family Support and Crisis Intervention Service Manager
- CEO

Main Duties and Responsibilities

Service Management

- Responsibility for all mental health outputs and performance of the service
- Ensure the service is aligned to Exchange House Ireland's Strategic Plan 2015 -2017
- In conjunction with the wider Exchange House Ireland Management Team, review and develop business planning and strategic and operational programmes, protocols, policies and procedures in accordance with organisational guidelines
- Identify and develop growth opportunities to expand the service in collaboration with the wider Exchange House Ireland Management Team and relevant stakeholders
- Responsible for meeting reporting and funding requirements on all strategic and operational initiatives developed
- Ensure nationwide dispersal of high quality and evidence based community engagement work
- Promote the National Travellers Mental Health Service
- Representation on delegated networks and partnership meetings
- Responsibility for review and enhancement of integrated models of practice
- Co-ordinate and maximise available resources within the team and wider organisation
- Hold responsibility for a small number of high level complex cases.
- Identify and document key learning form the work of the programmes and facilitate the sharing of this learning across and between the organisation and other key stakeholders
- Identify and develop research opportunities
- Deputise for the Family Support and Crisis Intervention Service Manager if requested

Staff Management

- Management and supervision to staff in the National Travellers Mental Health Service
- An active member of the wider Exchange House Ireland Management Team
- Manage the implementation of strategies and programmes and facilitate its ongoing review and evaluation in close co-operation and consultation with the wider Exchange House Ireland Management Team and the staff team as appropriate
- Identify agree and review with staff team clear actions, responsibilities, case or group targets and indicators for the delivery of the strategies and plans on an annual and quarterly basis
- Undertake staff performance review with team members and co-ordinate ongoing training and development of all team members
- Co-ordination of all team and programme meetings on a regular basis
- Ensure effective team communication with other areas of the organisation and with external stakeholders
- Provide regular 1:1 support and supervision
- Ensure staff adherence to relevant legislative, governance and best practice policies and procedures
- Involvement in Recruitment, retainment and management of staff vacancies

Quality Service Provision

- Ensure service adherence to relevant legislative, governance and best practice policies and procedures
- Provision of quality service in line with funding agreements and best practice
- Lead team quality auditing in line with internal and external requirements
- Development and review of documentation, including programme development, safety protocols, policies, procedures and internal record keeping

Other information:

- The salary will be in the range of €49,157 – €63,307 commensurate with qualifications and experiences
- This is a full-time position of 39 hours a week
- Probation period: 11 months
- As this is a national post, occasional travel, evening work and overnight stays may be required.

Person Specification

Qualifications and Experience

Essential Criteria

- A graduate level qualification in a social work, allied health, community development or social science related area
- Three or more years' experience of working with mental health and/or suicide prevention
- Experience or qualification in supervision or leadership

Desirable

- Experience of or training in clinical supervision or group work supervision

Knowledge and Experience

Essential Criteria

- An understanding of the Traveller community and issues affecting the community in relation to mental health and suicide
- Ability to hold a small caseload of service users who are experiencing complex mental health issues
- Experience of working in a collaborative manner across multiple disciplines, agencies and sectors
- Knowledge of National Strategy to Reduce Suicide 2015-2020 "Connecting for Life", the community, voluntary and statutory mental health sector and person centred plans
- Experience of report writing, statistical analysis and presenting

Desirable

- Experience of working with the Traveller community or Traveller organisations
- Familiarity with the Governance Code, Mental Health Act 2001 and amendments, Assisted Decision Making (Capacity) Act 2015, Children First: National Guidance for the Protection and Welfare of Children Ireland 2011, Data Protection Acts 1988-2011 and Freedom of Information Acts 1999-2014

Leadership and Management Skills

- Project management skills with an ability to plan, prioritise, delegate, measure and oversee activities

- Ability to manage staffing, team working, change and growth
- Strong leadership skills and vision combined with energy and motivation
- Ability to manage relationships and work in partnership with relevant stakeholders and funding bodies
- Ability to develop, implement, review and evaluate a project plan in close cooperation and consultation with managers, staff and relevant stakeholders
- Effective communication skills including the ability to present information in a clear and concise manner
- Ability to communicate, advocate and negotiate on behalf of the service
- Demonstrate the ability to facilitate and manage groups
- Report writing skills and strong IT skills

Other

- A full clean driving licence and access to a car for travel

Information

Application Form, job description and person specification is available on our website www.exchangehouse.ie/positionsvacant.php or call the Personnel Assistant on 01 872 1094.

Completed Application Forms should be sent to:

(CVs will not be accepted)

SMHSL Position
Exchange House Ireland
61 Great Strand Street
Dublin 1
D01 WC97

Or email to info@exchangehouse.ie

Closing date for receipt of applications is 5.00pm on 23rd February 2018

*All positions in Exchange House Ireland are subject to Garda Vetting and full reference checks.
Exchange House Ireland is an Equal Opportunities Employer and welcomes applications from
members of the Traveller community.*