

CLUBHOUSE

Mental Health Matters

MENTOR PROGRAMME



EVE Clubhouse Coalition





Introduction

The Clubhouse Mentor programme has been developed in response to the need for Clubhouse training for both members and staff of EVE's Clubhouse communities. This programme has been co-produced by members and staff in accordance with the HSE Recovery Framework 2018-2020.

The origins of this programme can be traced back to early 2013 when the EVE Clubhouse Coalition decided to establish a Sub-Group to identify both existing and additional supports and training requirements for Clubhouse Members & Staff. Through a combination of meetings and site visits, the group were able to engage with local Clubhouse communities and develop an understanding of their local training requirements and support needs. From this dialogue, the need for a Clubhouse Mentor & Immersion Training programme for both existing and new members and staff was clearly identified.

In 2013, five EVE representatives, two members and three staff, took part in an intensive one week Clubhouse International (CI) Faculty Training programme, hosted by Suaimhneas Clubhouse which was attended by 12 international delegates from across Europe and the USA.

From this training and based on their international experience as assessors, our CI Faculty members have guided the development and implementation of this mentoring programme across our seven EVE HSE Clubhouses. Their expertise combined with our supportive Clubhouse community and regular training opportunities has created opportunities for members and staff to engage in immersion training in accredited Clubhouses. Given the challenges attending training in the CI International training bases, this programme ensures that we quality assure our daily practice and remain true to the CI Standards, the charter that underpins Clubhouse practice.

The Mentor programme is overseen by the EVE Clubhouse Coalition who meet quarterly to discuss developments and issues of concern to the Clubhouses. Further information about our plans for the EVE Clubhouses are captured in the EVE Clubhouse Strategic Plan 2019-2023 - www.eve.ie.



Programme Aims & Objectives

Aim: The Mentor Programme aims to support the members and staff of EVE HSE Clubhouses, both current and new, to operate their Clubhouse in accordance with the CI Standards.

Objectives: The Clubhouse Mentor Programme seeks to offer a range of mentoring initiatives:

1. to existing Clubhouses to support them to run their Clubhouses in accordance with CI International Standards and prepare for accreditation;
2. to Clubhouse members to support them run their Clubhouses in accordance with CI Standards;
3. to existing staff to support them to discharge their duties in accordance with the CI Standards;
4. to new staff to support them to discharge their duties in accordance with the CI Standards; and
5. to new Clubhouses to assist them in developing their new Clubhouse in accordance with CI Standards.

Clubhouse Mentors

There is a tremendous wealth and knowledge across all of our Clubhouse communities and so Clubhouse mentors come in many guises and can include members, staff members and/or may comprise of our team of CI Faculty trained assessors.



Mentoring opportunities

This section sets out four distinct mentoring opportunities or supports available to EVE HSE Clubhouses:

1. Group Mentoring for Clubhouse Communities
2. Bespoke Mentoring for Start-Up Clubhouse;
3. Pre-Accreditation Support for Existing Clubhouses
4. Individual and Group Mentoring for New Staff Members.

"Strong, supportive relationships based on equality are the essence of Clubhouse. Embracing each other's strengths helps to enhance learning in a supportive environment". Saol Clubhouse member.



1. Group Mentoring for Clubhouse Communities: This is available to a Clubhouse Community who are looking for support with a specific goal (for example, employment, education, facilitation skills etc.). This can occur on/off site.

Aim: This programme aims to support the members and staff of EVE HSE Clubhouses to implement CI Standards within their Clubhouse Communities.

Objectives: The Group Mentoring Programme seeks to:

1. offer the opportunity to share information, advice, offers support and coaching using a variety of different mediums, for example role-play, scenario based learning and video examples; and
2. empower Clubhouse members and staff to facilitate a greater understanding of CI Standards and have the skills and knowledge to implement them both practically and effectively in their Clubhouses.

The steps to achieve this are outlined below:

Step 1: Prospective mentee group liaises with their Regional Manager to express their desire to access the mentor programme. The specific goal/focus that the group requires support in should be communicated during this initial stage.

Step 2: The Regional Manager determines availability of suitable mentor.

Step 3: Introductions are made via e-mail, with clear guidelines around the roles & responsibilities of each party and a brief outline of the issue/need for support is provided.

Step 4: Clubhouse International reading materials are circulated for discussion in advance of the first appointment.

Step 5: On-site appointment is scheduled. It may be necessary to set a maximum number of appointments.

Step 6: If necessary, off-site visits to a Clubhouse deemed to be strong in the particular area that support has been requested in may be scheduled.



Step 7: If staffing constraints are a problem, off-site telephone support will be available.

Step 8: Feedback is presented to the Regional Manager.

- 2. Bespoke Mentoring for Start Up-Clubhouse:** Ideally, prior to opening, all staff members should have the opportunity to participate in immersion training in accredited Clubhouses with support from an on-site mentor. A bespoke Clubhouse Action Plan will be developed during this time.

Aim: To assist and support new and emerging clubhouses to create a culture and environment consistent with CI Standards.

Objectives: At the end of this process members and staff members will:

1. have an opportunity to fully immerse themselves in the Clubhouse Model by spending a set period of time observing the work-ordered day, practices and procedures in accredited EVE HSE Clubhouses; and
2. understand and be knowledgeable about the core philosophies of the Clubhouse Model, CI Standards and best practices.

This process will enable staff & members to develop a Clubhouse specific action plan that they will bring back to their own location. They will be offered ongoing support to implement and review this plan from their Regional Manager, and if necessary EVE Clubhouse Mentors.

Step 1: Circulate Clubhouse Start – Up manual to the new staff members.

Step 2: Regional Manager to identify and determine suitable mentors and their availability.

Step 3: Regional Manager to liaise with accredited Clubhouses to determine suitable dates for new members/staff to spend time working in the location.



Step 4: Staff member/member to spend a minimum of two weeks in an accredited Clubhouse.

Step 5: Staff to work/rotate through each of the units or possibly identify and liaise with clubhouses that have specific strengths in the area they are seeking support in. In this case the staff member will link in directly with specific clubhouse for pre-identified programme specific training.

Step 6: Staff member to be assigned an onsite mentor whilst on training in the Clubhouse.

Step 7: Weekly review of the process with mentee and Clubhouse/Regional manager to take place at the end of each week of training.

Step 8: This discussion is an opportunity to highlight useful tips, identify areas that require further clarification and accordingly answer any of their queries etc.

Step 9: A checklist should be signed off on to ensure that the core components of the Clubhouse model have been explained/attended (i.e. meetings) and that the rationale for same understood. (Partnership approach, staff as facilitators, how to encourage members to get involved, meetings and their importance, what's a good v-s bad meeting, CI Standards overview) etc.

Step 10: The Regional Manager should attend this meeting, where possible.

Step 11: Where multiple staff members are participating in the immersion programme, the Regional Manager and Faculty Member should facilitate a meeting back at their Clubhouse. The purpose of this meeting is to discuss the shared learning experience of the group. This meeting should take place in the first week of the staff members return to their own Clubhouse.

Step 12: Where staff members have been off-site or in the case of a startup Clubhouse, an action plan to progress the service should be developed and reviewed with the Regional Manager on a weekly/bi-weekly basis.



3. Pre-Accreditation Support for Existing Clubhouses: A mini audit will be completed by a Faculty member mentor, followed by the development of an accreditation specific action plan.

Aim: To provide practical pre-accreditation supports and assistance to Clubhouses who have applied for or are in the process of applying to be accredited by Clubhouse International.

Objective: At the end of this process the Faculty member Mentor will:

1. provide practical support, assistance and advice to Clubhouses who are in the process of preparing for accreditation visits from Clubhouse International.

This support may take the form of advice in writing up their self-study & CPQ Questionnaires, mini accreditation style audits using Clubhouse International templates, the development of local action plans (to be implemented by the clubhouse community), briefing sessions to members and staff to explain the process and allay fears or expectations about the site visit.

Step 1: Clubhouse Manager expresses support need to their Regional Manager.

Step 2: Regional Manager determines suitable mentor and their availability.

Step 3: The Clubhouse and the mentor work together to determine whether assistance is required pre/post self-study.

Step 4: A mini-audit using Clubhouse International templates may, if requested, be conducted on-site by the mentor.

Step 5: This will generate a mini-action plan which will function to identify any areas that need to be addressed prior to the Accreditation Visit.

Step 6: The Clubhouse Community will have responsibility for implementing this plan. However, if necessary the mentor will be available for advice or consultation via telephone or e-mail.



Step 7: If advice is required in writing up the self-study or CPQ, this can take place via phone or e-mail. Assistance can also be offered when proof-reading the Self-Study.

Step 8: Briefing sessions about the accreditation process to members and staff can be delivered to teams at the request of the Clubhouse Manager.

4. Individual and Group Mentoring for New Staff Members: This type of mentoring will occur off site and staff members will be immersed in accredited Clubhouses.

Aim: To assist and support new staff members to understand the practicalities of working within a Clubhouse community and to create a culture and environment consistent with CI Standards and best practice.

Objectives: At the end of this process new staff members will:

1. have an opportunity to fully immerse themselves in the Clubhouse Model, by spending a set period of time observing the work-ordered day, practices and procedures in accredited EVE HSE Clubhouses; and
2. understand and be knowledgeable about the core philosophies of the Clubhouse Model and also CI Standards and best practices.

This process will enable members and staff to develop a Clubhouse specific action plan that they will bring back to their own location, and they will be offered ongoing support to implement and review this plan from their Regional Manager, and if necessary EVE Clubhouse Mentors.

Step 1: Regional Manager to link in with Mentor Clubhouses to arrange convenient dates for commencement of immersion training.

Step 2: Regional Manager to identify and confirm availability of Faculty Mentor.

Step 3: Staff member/member to spend a minimum of two weeks in accredited Clubhouse.



Step 4: Staff to work/rotate through each of the units. Staff member links in with specific clubhouse for pre-identified, programme specific training.

Step 5: Staff member to be assigned an onsite mentor/ buddy whilst on training in the Clubhouse.

Step 6: Discussion based evaluation with mentee and Clubhouse/Regional manager will take place at the end of each week of training.

Step 7: This discussion is an opportunity to highlight useful tips, identify areas that require further clarification and answer any of their queries etc.

Step 8: A check list should be signed off on to ensure that the core components of Clubhouse have been explained/attended and the rationale for same understood (Partnership approach, staff as facilitators, how to encourage members to get involved, meetings and their importance, what's a good v-s bad meeting, CI Standards overview etc.).

Step 9: The Regional Manager should attend this meeting if possible.

Step 10: Where multiple staff members are participating in the immersion programme, the Regional Manager and Faculty Member should facilitate a meeting back at base to discuss the shared learning experience of the group.

Step 11: This meeting should take place in the first week of the staff members return to their own Clubhouse.

Step 12: Where staff members have been off-site, or in the case of a startup Clubhouse, an action plan to progress the service should be developed and reviewed with Regional Manager on a weekly/bi-weekly basis.

Please Note: It is strongly recommended that all Clubhouse Staff members engage in the Co-Facilitation Skills Course which is delivered by the Slánú Team annually.



EVE Clubhouse Contact Details

Cairdeas Clubhouse EVE,

Unit H, Solus Tower Industrial Estate, Bray, Co. Wicklow,
A98 YK30
Tel: +3531 2827951 / 2827952
Mobile: +353863922729
Fax: +35312827953
Email: cairdeas@eve.ie
Blog: <http://cairdeasclubhouse.wordpress.com>
Facebook: www.facebook.com/cairdeasclubhouse

Conai Clubhouse EVE,

Warren house Blanchardstown Dublin 15, D15 HE30.
Tel: +3531 8053472
Mobile: +353863102077
Fax: +3531 805 3459
Email: conaiclubhouse@eve.ie
Blog: <https://conaiclubhouse.wordpress.com>
Facebook: www.facebook.com/Conaiclubhouseevehse

Platinum Clubhouse EVE,

Unit B1, Century Park, Newbridge Industrial Estate,
Newbridge, Co.Kildare, W12 D586
Tel: +35345 433 229 / 486 388
Mobile: +353860120920
Fax: +35345 433 206
Email: platinumclubhouse@eve.ie
Web: www.kildare.ie/platinum
Facebook: www.facebook.com/platinumclubhousenewbridge
Blog: <http://platinumclubhouse.wordpress.com>

Phoenix Clubhouse EVE,

96 Monastery Road, Clondalkin, Dublin 12, D22 FN50.
Tel: +353 (0)1 4670632 / 4642506
Mobile: +353863062488
Fax: +353 (0)1 4056439
Email: phoenixclubhouse@eve.ie
Blog: <https://phoenixclubhouseblog.wordpress.com>

Rainbow Clubhouse EVE,

Grounds of Cherry Orchard Campus, Ballyfermot,
Dublin 10, D10 XD56.
Tel: +353 766955453
Mobile: +353870996636
Fax: +35316233910
Email: rainbow@eve.ie
Blog: <http://rainbowclubhouse.wordpress.com>
Facebook: <https://www.facebook.com/RainbowClubhouse>
Twitter: <https://twitter.com/RainbowClubhouse>
Instagram: www.instagram.com/rainbowclubhousedublin

Saol Clubhouse EVE,

Unit 14 Tolka Valley Business Park, Ballybogan Road,
Finglas, Dublin 11, D11 DA38.
Tel: +3531 8307455
Mobile: +353860408721
Fax: +3531 8309455
Email: saolclubhouse@eve.ie
Blog: <http://saolclubhouse.wordpress.com>
Twitter: <https://twitter.com/SaolGlasnevin>
Facebook: www.facebook.com/Saol-Clubhouse-1742111926109249

Suaimhneas Clubhouse EVE,

2nd Floor, River House, Raheny Shopping Centre,
Howth Road, Raheny, Dublin 5
Mobile: +353860579105
Email: suaimhneasclubhouse@eve.ie
Blog: <http://suaimhneasclubhouse.wordpress.com>
Facebook: www.facebook.com/pagessuaimhneasclubhouse

For more information about EVE, please visit www.eve.ie

©HSE/EVE.

This publication may be freely reproduced, except for advertising, endorsement or commercial purposes.

First published June 2019.

EVE, Brú Chaoimhín, Cork Street, Dublin 8. Tel: +353 (0)1 4156821

Printed by HSE Print & Design (01) 626 3447