



Job Description **Café Support Worker**

Title:	Café Support Worker
Hours of work:	Various hours
Responsible to:	Café Managers
Place of Work:	SWALLOW Community Cafés Radstock and Peasedown-St-John
Pay:	Support Worker Pay Scale £11.30 per hour start rate

Job Purpose:

To support the Cafe Managers & Employment support Coordinator in ensuring that the SWALLOW Community Cafes are enterprises that SWALLOW will continue to be proud of and that we maintain the high standards.

Responsibilities:

- To support people with learning disabilities to run the SWALLOW Community Cafes
- To support members to develop their catering and customer service skills
- To help members produce food to order and ensure quality control of food going out to customers.
- To help people to develop community skills and encourage community involvement
- To work within an anti discriminatory framework
- Encourage and support members to take responsibility for their own selves
- To follow SWALLOW's Health and Safety policy at all times and ensure that the SWALLOW Community Cafes remains safe
- To help ensure that all accidents are recorded and reported.
- To follow Food Agency Guidelines – 'Safe Food Better Practice' procedures at all times.
- To follow SWALLOW 's Equal Opportunities policy and other policy's at all times
- To provide advice and assistance to members and liaise with mangers in relation to any unmet needs and wants of the members
- To give personal support to members when required
- Help to resolve any disputes between members when required
- To keep SWALLOW Community Cafes running smoothly and well organised ensuring good positive communication at all times
- To work within the SWALLOW risk assessment framework to provide care that minimises risk in the least restrictive manner

- To help write daily progress reports on trainees and ensure that the SWALLOW Community Cafés records are kept up to date

Other Information

General

All SWALLOW employees are expected to comply with statutory requirements and SWALLOW's employment policies while carrying out their work. This post is one of continual development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of SWALLOW. All employees and Trustee board members are DBS checked.

Equal Opportunities

The post holder must at all times carry out his/her responsibilities with due regard to SWALLOW's Equal Opportunities Policy.

Performance Review

Overall performance will be formally assessed and reviewed regularly, with additional informal assessment taking place as necessary.

Health & Safety

All employees are subject to the Health and Safety at Work Act. The post holder is required to pro-actively comply with their duties as described by SWALLOW's Policy and objectives for health and Safety.

Confidentiality

All employees are required to work in a confidential manner in all aspects of their work.

Safeguarding

All employees receive safeguarding training and have a responsibility to familiarise themselves with SWALLOW's safeguarding policy and report any safeguarding concerns to one of SWALLOW's safeguarding officers immediately.

Person specification for Café Support Worker

Essential qualities:

- Catering experience or relevant food planning and preparation skills
- Competent and happy to work serving customers front of house and working/cooking in the kitchen
- To be willing to listen to, respect, and respond to what people with learning disabilities say.
- To have a calm flexible approach and an ability to work as a member of a team.

- To have good communication skills and be willing to liaise with SWALLOW members, other staff members of the team, customers in the cafes, parents, health and social care professionals and other provider organisations.
- To have the ability to communicate with people with learning disabilities in an accessible manner.
- To have a good understanding of equal opportunities.
- Must be willing to undertake the 'Care Certificate' as part of the induction process.

Desirable qualities:

- Experience of working with people with learning disabilities in a training/supporting role.
- To have experience of being part of a user led organisation.
- To have been involved in the application of care plans and risk assessments.
- Have knowledge of the legislation involved in protecting vulnerable adults from abuse.
- Ability to display conflict resolution skills.
- Allergen awareness training
- Experience in customer service
- Food safety training

Working pattern hours

Week A

Shift	Times	Total Hours
Monday – Hive, Peasedown-St-John	10.00-16.00	6
Tuesday – Radstock cafe	11.00-15.00	4
Wednesday – Hive, Peasedown-St-John	12.00-15.00	3
Thursday		
Friday		
Saturday		
Sunday		

Week B

Shift	Times	Total Hours
Monday – Hive, Peasedown-St-John	10.00-16.00	6
Tuesday – Radstock cafe	11.00-15.00	4
Wednesday – Hive, Peasedown-St-John	12.00-15.00	3
Thursday		
Friday		

Saturday		
Sunday		

Week C

Shift	Times	Total Hours
Monday		
Tuesday – Radstock café	11.00-15.00	4
Wednesday – Hive, Peasedown-St-John	12.00-15.00	3
Thursday		
Friday – Radstock café	11.30-15.30	4
Saturday		
Sunday		

Week D

Shift	Times	Total Hours
Monday – Hive, Peasedown-St-John	10.00-16.00	6
Tuesday – Radstock cafe	11.00-15.00	4
Wednesday – Hive, Peasedown-St-John	12.00-15.00	3
Thursday		
Friday		
Saturday		
Sunday		

Total hours over 4 week period = 50 Hours
Total average weekly contract = 12.5 Hours