



Reference: 74987

## Cafe Support Worker

The Courtyard Café, Horsforth Social Enterprise Service

**Closing Date : 07<sup>th</sup> August 2024**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

*Please note the following:*

Once you have submitted or posted your application form allow **10 working days** after the closing date for a response. As we **do not** notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope **must be done so using the correct postage amount**. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

Yours faithfully

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

**Recruitment Department**

Encs: Application Form  
Philosophy Statement  
Additional Information

Finalised: 20.05.2024 by M. Cassidy

**All candidates are subjected to enhanced DBS checks**

## JOB DESCRIPTION – CAFE SUPPORT WORKER

### The Courtyard Café, Horsforth Social Enterprise Service



**Responsible to:** Registered Service Managers, Team Leader and Senior Support Worker

#### **The Role:**

To work alongside people with learning disabilities, encouraging and empowering them to develop skills and confidence in a busy and vibrant cafe setting.

To prepare healthy, high quality food/drinks and maintain food hygiene and health and safety within the Social Enterprise Café.

To work alongside the wider team to offer practical and emotional support to service users as required and ensure the efficient general running of the service and Café.

#### **Main Duties**

1. To efficiently and proactively run the Social Enterprise Café on a day to day basis
2. To comply with all Food Safety Standards
3. To respect the client's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in delivery of the café services
5. To respect and promote the rights and entitlements of people with autism, learning disabilities and mental health needs and to enable them to participate as fully as possible in their communities.
6. To support service users in maintaining the safety, security and comfort of the café environment.
7. To support service users in understanding and adhering to the terms and conditions of their placement and in enjoying the responsibilities of working within a café setting.
8. To be responsive to the individual needs of service users within the framework of their Person Centred Plans or other depending upon their needs and to respond flexibly to changing needs.
9. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
  - Social skills/relationships
  - Food hygiene
  - Work skills
  - Using community resources and facilities
  - Social, leisure and work activities
  - Self organisation and coping abilities
  - Personal safety

To achieve this through the provision of practical assistance, support and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

11. To work within agreed management protocols and guidelines for individuals with autism, learning disabilities and mental health needs.
12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
13. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager is informed promptly.
15. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
16. To contribute to project records and individual case files.
17. To carry out and record all financial transactions involving service users within agency guidelines.
18. To carry out general administrative duties and services as required.
19. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

#### Other

20. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
21. To provide regular verbal and written reports to colleagues.
22. To accept support, supervision and guidance from senior colleagues.
23. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
24. To comply with and to implement the Equal Opportunities Policy.
25. To maintain confidentiality at all times, in accordance with the agreed policy.
26. To undertake specific specialised training identified to enhance on team expertise, working with people with learning disabilities, mental health and autistic spectrum disorders.
27. To identify training needs in discussion with Line Manager and to attend training events and courses as required.

- 28.** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 29.** To take on the role of shift co-ordinator when required.
- 30.** All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.
- 31.** In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
- 32.** To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.
- 33.** Any other duties as required.

**Skills and Knowledge**

**Requirement**

- |   |                         |
|---|-------------------------|
| <p><b>1. Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities, mental health and autistic spectrum disorders</b><br/>                 Assessed by Interview</p>  | <p><i>Essential</i></p> |
| <p><b>2. Good verbal communication skills and ability to listen sensitively to others</b><br/>                 Assessed by Interview</p>  | <p><i>Essential</i></p> |
| <p><b>3. Ability to engage with service users, to develop and sustain warm &amp; trusting relationships</b><br/>                 Assessed by Interview</p>  | <p><i>Essential</i></p> |
| <p><b>4. Ability to demonstrate basic insight and understanding into the needs of people with autism, learning disabilities and mental health needs.</b><br/>                 Assessed by Interview</p>   | <p><i>Essential</i></p> |
| <p><b>5. Written communication skills, sufficient to contribute to a record keeping system</b><br/>                 Assessed by Application Form and Interview</p>  | <p><i>Essential</i></p> |
| <p><b>6. Ability to work constructively and co-operatively as part of a team</b><br/>                 Assessed by Interview</p>   | <p><i>Essential</i></p> |
| <p><b>7. Ability to work safely and responsibly without direct supervision in service user’s day services</b><br/>                 Assessed by Interview</p>  | <p><i>Essential</i></p> |
| <p><b>8. Ability to demonstrate initiative, self motivation and resourcefulness</b><br/>                 Assessed by Interview</p>  | <p><i>Essential</i></p> |
| <p><b>9. Ability to liaise in a professional manner with other agencies and to work in a positive way with the general public, families and friends of service users</b><br/>                 Assessed by Interview</p>   | <p><i>Essential</i></p> |
| <p><b>10. Understanding of the person centred aims and principles of Creative Support and ability to put these into practice</b><br/>                 Assessed by Application Form and Interview</p>  | <p><i>Essential</i></p> |
| <p><b>11. Ability to demonstrate respect for difference and diversity</b><br/>                 Assessed by Application Form and Interview</p>   | <p><i>Essential</i></p> |
| <p><b>12. Ability to provide emotional and practical support to service users</b><br/>                 Assessed by Application Form and Interview</p>   | <p><i>Essential</i></p> |
| <p><b>13. A non judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours</b><br/>                 Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |

14. **Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual**  
Assessed by Interview *Essential*
15. **Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks**  
Assessed by Interview *Essential*

### Experience and Qualifications

16. **Experience of providing care, support or other services to people with support needs**  
Assessed by Application Form and Interview *Desirable*
17. **Experience of supporting people with autism, learning disabilities and mental health needs.**  
Assessed by Application Form *Desirable*
18. **Previous experience in a food or catering role**  
Assessed by Application Form and Interview *Desirable*
19. **Possession of NVQ or other relevant social care qualification**  
Assessed by Application Form *Desirable*

### Other

20. **Warm, respectful and positive approach when working with service users**  
Assessed by Interview *Essential*
21. **Willingness to work flexible hours according to needs of agency and service users**  
Assessed by Interview *Essential*
22. **Willingness to attend training courses and events**  
Assessed by Interview *Essential*
23. **Willing to accept feedback and guidance and to be accountable to colleagues and managers**  
Assessed by Interview *Essential*
24. **Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required**  
Assessed by Application Form, Pre-employment Forms and Interview *Essential*

**TERMS AND CONDITIONS – CAFE SUPPORT WORKER**  
**The Courtyard Café, Horsforth Social Enterprise Service**



**Employed by:**

Creative Support Limited

**Pay Structure:**

Point 1 - £11.50 per hour

Point 2 - £11.60 per hour

**Accountable To:**

Registered Service Manager

**Sleep Ins:**

An additional payment is payable per night for sleep-ins as worked

**Hours of Work:**

Full time hours of 37.5 hours to be worked flexibly Monday - Saturday

**Probationary Period:**

The first four months will constitute a probationary period.

**Holidays:**

20 days plus 8 statutory days pro rata

**Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of any sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Twenty – Four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.