

Job Description – Support Worker, Members (Callum Building) Cafe

Project: ACC

Work Location: Aldingbourne Country Centre, PO18 0JP

Directly responsible to: ACC Deputy Manager

Overall responsible to: Deputy CEO

**General Purpose:**

This role requires someone with a positive, flexible and creative attitude to support adults with learning disabilities and autism in the private training kitchen and café at the Aldingbourne Country Centre. You will be responsible for supporting people to develop cooking and hospitality skills in the training kitchen working alongside a Senior member of the main Hospitality team to deliver a café and hospitality service to the people we support, staff and volunteers at the centre.

You will be developing peoples’ abilities and confidence in order to have a positive impact on their daily life, ambitions, well-being and self-esteem, and also potentially progress to our main Visitor Cafe. You will support communication, expression, social engagement, and experimentation that leads to new ideas, new achievements, and new goals. Promoting development and independence and documenting progression and support requirements.

We embrace a "one team" ethos and employ people who strive to be outstanding in their role to ensure that while in our care, the emotional, social, and personal fulfilment needs of the people we support are recognised, assessed, and met. In return, with full training, we empower you to be the best that you can be in this role and as a result we can continue to ensure the people we support remain at the very heart of everything we do

**Key Terms and Conditions:**

* Hours of work up to 35 hours per week, Monday to Friday 830am-4pm
* Pension: The Aldingbourne Trust offers a contributory pension scheme to qualifying staff.
* Annual leave: 25 days in each year, pro rata for part time staff. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years.
* Sick leave: After the first month’s service, 2 weeks at full pay in a rolling 12-month period (pro rata if Part Time)
* Emergency family care/ career’s leave: Up to 6 days per annum (pro rata if Part Time)
* £23,809.50 annum Pro rata, depending on skills and experience = £TBC up to 35hrs (of 37.5)

**Employee Benefits:**

* Life Assurance: 2 x your annual salary
* Employee Assistance Programme
* Bicycle voucher scheme
* Eye care vouchers
* Discounted gym membership
* 10% in ACC shop, ACC café, Horticulture, Make and Make Café.
* Flu Vaccinations
* £200 refer a friend scheme (payable when the new person starts)

**Duties and Responsibilities:**

* Operate the Members (Callum Building) Cafe, supporting people to fully participate in the operation of kitchen and café,
* Cover for the Senior Hospitality worker when required to lead the café service and provide hot food and drink from a limited menu to people supported and working at the Centre
* Provide ‘Great Support’ that puts the People We Support (PWS) first, encouraging positive social interaction, new experiences and skill development
* Work with the Support Team at the centre to ensure a positive experience for all PWS, covering other areas as necessary.
* Support people individually and in groups to provide opportunities, support and teaching to aspire to their full potential by engaging in cookery and hospitality activities
* Promote peoples’ rights, independence, social inclusion and facilitate choice.
* Work with other Trust and Community projects to generate ideas, build positive relationships, promote partnership working and the achievements of the people we support as required.
* Contribute to a positive team dynamic
* Take personal responsibility for your personal health and safety, and that of the people we support by implementing health and safety procedures and safe methods of working including pro-actively reporting issues and potential hazards. Participate in security arrangements.
* Accurate and timely record keeping and administration
* Assist the Senior Hospitality member to ensure food hygiene and health and safety measures are maintained
* Provide support in accordance with agreed plans & Trust policies & values
* Recognize and implement safeguarding procedures to protect the people we support, which includes whistleblowing when appropriate.
* Support people to become as independent as possible. Demonstrating genuine respect for people with learning disabilities, keeping people, places & items safe, using risks as opportunities.
* Treat everyone with dignity and respect, ensuring their confidentiality is maintained.
* Embrace person centered approaches and achieve positive outcomes.
* Provide personal care if it is required.
* Identify & manage any conflict, deal with any concerns/complaints in a professional & timely manner.
* Ensure self-awareness - mutually supportive relationships, dealing with stress, taking holidays, asking for advice and/or support when needed.
* Be a role model - you are not expected to be perfect, but you are expected to act with integrity within and outside the Trust
* Ensure you maintain a programme of continuing professional development.
* To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.

This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: providing personal care, assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and that the post holder will be required to engage in any or all these regulated activities.

**Person Specification:**

Essential

* Ability to support, motivate and engage people in cooking and hospitality tasks
* Ability to provide a positive and welcoming café environment, working with other departments to make the café a hub of the centre’s daily life
* Good planning and organisational skills
* Effective communication and listening skills.
* Problem solving skills and personal adaptability
* Proactive, self-motivated and a desire for self-development.
* Positive, patient and flexible approach to support people to achieve independence.
* Reliable team worker. Due to the location of the Centre, own transport is essential

**Desirable**

* Experience in working with people with learning disabilities
* Catering experience. A sound working knowledge of Health & Safety and Food Preparation legislation (including HACCP, Food Standards) and the ability to maintain a healthy and safe working environment. NVQ Level 2 in Catering or equivalent qualification or equivalent demonstrable experience.
* IT/Administration/Reporting experience
* Makaton, BSL or communication passports/exchange systems
* Digital photography skills to photograph artwork
* D1 driving license to provide occasional minibus transportation to the people we support.