



Include Me 2 Club SCIO (SC047911)

JOB DESCRIPTION

Post	IM2C Social Blend – Café Facilitator
Type of Contract	12 Months
Hours	PT & FT Positions Available (16hrs-35hrs)
Location	East Renfrewshire (Barrhead and Eastwood)
Reports to	Social Blend Manager and Social Blend Team Leader
Responsible for	Members, Trainees, Volunteers and Student Placements
Salary	£11.30 per hour
Holidays	20 days, alongside Bank Holiday Allowance across our Winter Shutdown – (Pro-Rata) for Part-time positions.
Pension	Employer's contribution to NEST scheme, available after 3 months in post.

WHY WORK AT INCLUDE ME 2 CLUB?

Include Me 2 Club is a fast-paced, growing charity that ensures all children, young people and adults with additional support needs, disabilities or mental health conditions are equipped to thrive and empowered to contribute at every stage of their lives.

We work with various projects, partners and funders to ensure that our specialist services within the sector are strengthened and supported and that provision is member-led, evidence-informed and delivers high-quality outcomes.

We are looking for creative and energetic people to join our small, enthusiastic team who are at the forefront of actively promoting equality of opportunity for members.

Please find out more about our work at our website: www.includeme2club.org.uk

Watch our Case Studies and reports: <https://www.youtube.com/channel/UCROdVlxoNeHStRYOb4l6qQA>

GENERAL PRINCIPLES FOR INCLUDE ME 2 CLUB

All Include Me 2 Club staff, volunteers and trainees are expected to work in line with our culture, brand, ethos, values and management principles, in particular by:

- Building and maintaining meaningful, supportive, mutually empowering relationships with and between colleagues, partners, members who are adults, young people and children.
- Creating and supporting a friendly and trusting working environment, working flexibly and supporting each other in times of high workload or when life gets complicated.
- Accepting personal responsibility for our work and being accountable for delivering results against those responsibilities.
- Recognising that we all have a role to play in all aspects of Include Me 2 Club's success, particularly in supporting fundraising, storytelling, and involving adults, young people and children in shaping the future of Include Me 2 Club.

PURPOSE OF THE POST

To plan, organise, deliver and lead a regular programme of supported training activities for Social Blend Members who are aged 16yrs+ young people and adults with an additional support need, disability or mental health conditions. Based within our Social Blend Coffee Shops,

This role provides an exciting opportunity to make a direct, positive difference to local teenagers and adults with learning disabilities.

PURPOSE OF THE SOCIAL BLEND:

To empower Include Me 2 Club members, people with learning disabilities, to flourish in a vibrant working environment and to provide healthy, good quality food at a reasonable price to the local community. To give Include Me 2 Club members the skills and experience that they need for work and to help support them into employment opportunities.

To oversee outside catering and product sales opportunities which give Include Me 2 Club members access to paid employment. Social Blend is not an ordinary café and our priorities will always be to the Include Me 2 Club members that train and work in the café.

ROLE OF THE SOCIAL BLEND - CAFÉ FACILITATOR:

We are looking for a Social Blend Cafe Facilitator to manage the daily operations of the Social Blend Café. You will be working alongside and supporting people with learning disabilities to develop their retail and catering skills and support them to develop confidence, independence, and life skills. Social Blend is not an ordinary café and our priorities will always be to the Include Me 2 Club members that train and work in the café.

You will support both Include Me 2 Club staff and our members with a learning disability to serve customers with food and drink, take payments and assist in the preparation of the cafe before, during and at the end of service.

You will be able to work comfortably both in the kitchen and front of the house. You will be required to work flexibly. The café will be open from 9-5pm 7 Days a Week. Ideally, you will have some flexibility to work evenings and weekends when required to help trainees provide outside catering for buffets and events. This role will entail working weekends alongside other Facilitator(s) and should be managed between you both to organise this Rota and Cover.

The ideal candidate will have experience of working with adults with a learning disability and training in catering will be beneficial.

Key Duties:

You will be an experienced Café/Catering operative both front of house and in the kitchen, with an overview for the development of the café/brand.

Social Blend - Café Facilitator responsibilities include:

- Supporting the café team in running the cafe
- Supporting the café staff team in developing and implementing support plans for each member, with support from the Project Development Worker and Employability Co-ordinator
- Providing feedback to the staff team staff and underlining any issues that may arise
- Ensuring that all staff are compliant with health and safety, food hygiene and other policies at all times
- To work as a member of a busy cafe establishment supporting cafe functions such as preparation, planning, hygiene and customer service
- Support for special events throughout the year e.g. Christmas Meals, themed events, childrens activities, functions etc.

Cafe Facilitation:

- Leading the day-to-day operations of the café
- Carrying out risk assessments for individuals working in the café and also risk assessments for the work environment
- Maintain Health and Safety and Food Hygiene Standards and keep daily records in Food Agency Safer food Better business file
- Hands-on support in the cafe as needed
- Ensure all cafe areas are clean, tidy and safe – and meet regulations

- Maintain stock levels and stock rotation, with support from
- Monitor daily expenses, revenues and produce a weekly receipts sheet for the Operations Manager
- Create menus with guidance and support from the café team
- Ensure that excellent customer service is provided at all times
- Health and Safety and Food Hygiene Standards maintained and Health and safety controls, monitoring and reporting
- Sourcing and Ordering supplies
- Financial Cash-Up, day-to-day finances, banking procedures

People Management:

- Line manage café staff with support from the Project Development Worker and Employability Co-ordinator
- Provide support in customer service, creating a cafe culture that is welcoming to all

Induct new staff and café trainees

- Advise staff on the best ways to support Include Me 2 Club members within the café setting
- Provide support for new trainees with a learning disability to ensure that the correct level of support is provided
- Nurture friendly relationships with customers, parents and carers, social workers to increase loyalty and boost our reputation
- With support from the Include Me 2 Club management team, manage the café work rotas, holidays, sickness cover etc
- With support from Project Development Worker and Employability Co-ordinator, manage training plans for individuals e.g. food hygiene

Practical Management:

- With support from the Project Development Worker and Employability Co-ordinator develop accessible instructions for the catering team as required
- With support from the HR team, ensure that reasonable adjustments are in place for all staff and members as required

Additional management required:

- Regular reporting to the Operations Co-ordinator
- Holding annual customer satisfaction surveys and analysis popular menu items
- With support from the Include Me 2 Club fundraising team, marketing events as required
- Planning of special events throughout the year e.g. Christmas Meals, Coffee Mornings

Supporting Partnerships

- Support partnerships with stakeholders such as social workers, community groups, employment providers and local schools etc to establish the best opportunities for people with a learning disability

Requirements:

- Work experience within a café setting
- Experience of working in a person centred way with people with a learning disability
- Excellent communication skills with the ability to manage and motivate a team
- Willingness to work alongside the employment support co-ordinator to maximise work opportunities for trainees

OTHER INFORMATION GENERAL

All Include Me 2 Club employees are expected to comply with statutory requirements and IM2C'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 Include Me 2 Club. All employees, volunteers and trustee board members are PVG checked.

Equal Opportunities

The post holder must at all times carry out his/her responsibilities with due regard to Include Me 2 Clubs Equal Opportunities Policy.

Performance Review

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

Health and 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 Include Me 2 Club'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.

ADDITIONAL TRAINING PROVIDED

As well as general on-the-job training, the successful applicant will also be required to train for the following key roles and areas of responsibility:

- First Aid Officer
- Fire Warden

The successful applicant will be subject to a Disclosure Scotland – P.V.G. Scheme Membership.

Person specification for Social Blend - Café Facilitator

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Hold a Social Care or Community Development qualification – e.g. HND/HNC/SVQ3 or SVQ2 in Social care (or equivalent)	<ul style="list-style-type: none">• Basic first aid
Knowledge or Experience	<ul style="list-style-type: none">• Experience of working with people with learning disabilities in a supportive or training role• Excellent management, leadership and conflict resolution skills• Catering experience or relevant food planning and preparation skills• Knowledge of health and safety and food hygiene standards and working within these• Experience of writing and working with risk assessments• Excellent organisational, planning and time management skills• Ability to communicate with people with learning disabilities in an accessible manner• Good administrative and computer literacy• Ability to work calmly while under pressure and leading a team• Experience of managing a budget and handling money	<ul style="list-style-type: none">• Level 2/3 food safety training• Allergen awareness training• Experience in customer service• Experience of working in the charity sector

Personal Skills	<ul style="list-style-type: none">• Adaptable to varied workload• Flexible approach to working hours• Willingness to work in all weathers and seasons• Good physical health• Be patient, tolerant and able to work in a team• Be organised and efficient as well as flexible in his/her approach• Be able to work within the ethos of the employing organisation• Be Pro-Active and Approachable• Have a can-do attitude, full of fun and sparkle• Be willing to learn, research and adapt	<ul style="list-style-type: none">• Apply your skills, knowledge and experience to a variety of situations
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