

## 1. JOB DESCRIPTION

1.1	TITLE	Skills Café Support Worker
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Commercial Manager
1.4	STAFF MANAGED	None

## 2. OVERALL PURPOSE OF POST

- 2.1 To work within Crossroads Community Venture (CCV) scheme to provide individuals with disabilities the opportunity to develop their cooking and customer service skills in a working environment in the Crossroads Café and Community Space. To oversee the running of the café outside of CCV hours.

## 3. PRINCIPAL DUTIES AND RESPONSIBILITIES

- 3.1 To oversee the day-to-day operations of the café including supporting clients with disabilities or support needs.
- 3.2 To manage the preparation, cooking and serving of all foods and drinks.
- 3.3 To manage planning and pricing of menus, food and drinks and to adhere to agreed prices/budgets and maintain applicable quality standards and records.
- 3.4 Manage ordering and obtaining supplies and cash handling.
- 3.5 Quality control of all supplies, food, drinks, kitchen hygiene and health and safety.
- 3.6 Liaise with all parties involved to ensure the smooth running and safe operation of the café and community space.
- 3.7 Teach individuals the kitchen and service skills required to develop their employability and liaise with the Employment Support Team accordingly.
- 3.8 To prioritise and time manage workload accordingly.
- 3.9 To positively promote the organisation at all times.
- 3.10 To continually assess all risks.
- 3.11 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained.
- 3.12 To attend regular team meetings. In the event of not being able to attend to ensure to read the minutes of the meeting.
- 3.13 To work and ensure all staff/volunteers work in a confidential manner concerning families and organisational matters.
- 3.14 To respect and ensure all staff/volunteers respect the personal choice of lifestyles of colleagues and people with care needs, ensuring that the Equal Opportunities principles are applied at all times
- 3.15 To work as part of a committed, enthusiastic and dedicated team.
- 3.16 To comply with Crossroads policies and procedures and the Isle of Man Safeguarding Board procedures.
- 3.17 To undertake any other duties commensurate with the grade and level of responsibility of the post, for which the post holder has the necessary experience and/or training.

#### 4. OTHER INFORMATION

4.1 Contact with vulnerable adults and children is to be expected.

## PERSON SPECIFICATION

Skills and Experience	D = Desirable E = Essential
Excellent team management skills	D
Previous café experience	D
Excellent communication skills	E
Ability to conduct yourself in a punctual, honest and reliable manner	E
Experience of working with clients with learning disabilities or associated conditions	D
Ability to follow guidelines and procedures laid down by the organisation and current legislation	E
Ability to work flexible hours	D
Commitment to undertake necessary training	E
Current First Aid certificate	D
Knowledge of carers needs and the issues affecting them	D
Ability to work Saturdays	E