# Text Description automatically generated

# Community Support Worker - Safe Space Café

# Job Description and Person Specification

# Job Title: Community Support Worker (x2)

**Salary:** NJC SCP 5 – 10, currently £25,214 - £27,259 per annum inclusive of Inner London Weighting. Based on 22.5 hours per week at NJC SCP5 is currently £15, 128.40 pa (Inc ILW)

**Hours:** 22.5 hours a week across 4 days (Role may require flexible working

**Contract:** 9-monthContract with possibility of extension

**Supervised by and**

**Accountable to:** Operations Director

**Location:** Based at Open House, E3 4DA (Tower Hamlets)

**Closing Date:**  Friday 20th October 2023

**Interviews:** Week commencing 30th October

**Job description**

At our Safe Space Cafe, we believe in the power of connection and understanding. Join us in making a positive impact in the lives of our clients through this key role which will provide a warm welcome to all accessing mental health support.

Through high level interpersonal skills and the ability to build good relationships, you will play a crucial role in creating a welcoming and supportive environment for individuals seeking a place of solace, conversation, and connection. Your exceptional customer service skills, passion for coffee, and understanding of mental health will contribute to fostering a safe and inclusive space for all clients.

If you are passionate about providing support to individuals through a welcoming cafe environment and are dedicated to promoting mental health awareness, we encourage you to apply. Please submit your resume, a cover letter expressing your interest and qualifications.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Purpose of the role**

* To provide a supportive Safe Space Café as part of our warm welcome for people accessing our services
* To work collaboratively with the Connecting Communities First Point of Access service to signpost people to local services, activities, and events.
* To support people with mental health issues to develop employment skills through volunteering and work-based placements in the Safe Space Café
* To oversee trainees, apprentices and volunteers in the operations and effective management of the Safe Space Café

**Key Responsibilities**

**Customer Service and Engagement**

* Greet clients with warmth and kindness, creating a positive and welcoming atmosphere.
* Engage in genuine conversations with clients, practicing active listening and empathy.
* Foster a nonjudgmental environment where individuals can share their thoughts and feelings.
* To signpost clients to local services and events and where appropriate refer them to staff within the service for additional support.
* To create a space where Peer Led Groups and activities can use the Safe Space Café to support their group at the beginning and end of their activity.

**Safe Space Café**

* Expertly prepare and serve a variety of coffee beverages, adhering to quality standards.
* Customise coffee orders based on customer preferences, dietary requirements, and restrictions.
* To ensure that the requirements of the Food Standards Agency and all other Health and Safety requirements relevant to the operation of the Safe Space Café are fully met.
* To report to Operations Director any Issues that Impact on the health and safety of the Safe Space Café
* To maintain records required by the FSA and Tower Hamlets Council In line with the Registration requirement of operating a food business.
* To ensure that the Safe Space Café provides a full range of hot and cold beverages and light snacks, and that the costs of these are recovered through the agreed pricing system. Possess in-depth knowledge of coffee offerings, ingredients, and potential allergens.

**Customer and Volunteer Support**

* To support the oversight trainees, apprentices and volunteers in the operations and effective management of the Safe Space Café at Mind in Tower Hamlets and Newham
* To liaise with the employment services teams in developing opportunities for clients to become Safe Space Café volunteers as a step towards employment
* To signpost clients, trainees, and apprentices to relevant support to enable them to identify and achieve career goals, moving on from working at the Safe Space Café Into paid employment elsewhere.
* Offer Induction and training to volunteers and Apprenticeships to enable them to work effectively in the safe space cafe team.
* To liaise with the employment services teams in identifying opportunities with local cafés for clients and apprenticeships to gain experience in a commercial service.
* To signpost clients and apprenticeships to Working Well Trust, Upskill or other employment services that can support their route to employment.
* Ensure all leaflets on services are stocked well and restocked for promotional display and access to information for all customers.

**General**

* Act as an ambassador and represent Mind in Tower Hamlets, Newham and Redbridge at external functions, events.
* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusive principles and all organisational policies.
* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Other than where central administrative support is available, to be administratively self-servicing.
* A respect for difference and an understanding of and commitment to anti discriminatory

practices

* Commitment to supervision, ongoing development, and training relevant for the post.

**Safe Space Community Worker**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| No. |  | **Essential/**  **Desirable** |
| **Qualifications** | | |
|  | Previous experience as a barista or in customer service roles. | E |
| **Experience** | | |
|  | A strong commitment to Mind in Tower Hamlets, Newham and Redbridge’s aims and mission | E |
|  | A strong commitment to our Equality, Diversity and Inclusion Policies and Practices | E |
|  | A Strong understanding of mental health topics, with the ability to engage in sensitive conversations | E |
|  | Demonstrate the ability to work as part of a team in a diverse and challenging environment | E |
|  | Passion for coffee and a desire to create exceptional coffee beverages and Level 2/3 Food Hygiene Safety trained , | E |
|  | Experience of managing and supporting and training volunteers. | E |
|  | Knowledge of various coffee brewing methods and till management and reconciliation experience | D |
|  | Experience of developing website and delivering social media messages across a range of platforms | D |
| **Skills/Ability** | | |
|  | Ability to lead by example, demonstrating empathy and compassion when required, and communicating to trainees, volunteers and apprentices and others the importance of providing excellent customer service, a warm welcome, and a safe environment for all. | E |
|  | Excellent communication skills and ability to engage and communicate effectively with a diverse range of people who may be distressed. | E |
|  | Proven time management and organisational skills and IT and Microsoft Word proficient | E |
|  | Excellent people skills, building strong customer /client relationships and being ambassador for Mind Organisations and services. | E |
|  | Ability to work flexibly in response to changing project /community needs | E |
| **Personal** **Attributes** | | |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Excellent judgment and problem-solving skills. | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices. | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |