



outside the box

MORE THAN JUST A CAFE

Registered charity 1151706

## **Job Description**

### **Service Support Worker**

**Date: 8<sup>th</sup> October 2018**

**Job Title:** Service Support Worker  
**Reporting to:** Support worker Manager  
**Hours of work:** 24 hours (this includes a Monday, Thursday and Friday)  
**Salary:** £8.17 per hour

## **Background**

Outside the Box café is a dynamic community café that supports adults with a learning disability to lead more fulfilled and independent lives.

Adults and young people with a learning disability are at the heart of what we do at Outside the Box. They are our 'members' and a critical part of the overall Outside the Box Team. We work with our members, their parents/carers, and others involved in their lives, to help them to fulfil their potential, to learn and achieve their goals. Members participate in Outside the Box to learn new skills, gain confidence and self-esteem, achieve qualifications, and engage in meaningful experience of the world of work.

## **Purpose of the Role**

To deliver services to adults and young people with a learning disability that provide personalised support, learning and development that enables them to gain maximum benefit from the services of Outside the Box, to achieve and progress and to lead more fulfilled and independent lives.

You will be supporting a caseload of members within the café environment, ensuring members achieve and work towards their goals, regularly reviewing their progress and providing hands on support to the members with numerous tasks within the café to ensure they get meaningful and purposeful experiences in a work environment. You will be expected to support the members within all aspects of work within the café environment and balance the needs of the members and the needs of the customers and the café.

## **Main responsibilities and tasks**

### **Core**

1. To provide hands on support to a group of members on a daily basis within the café environment, including teaching and guiding them with café tasks, eg, taking orders, using the till, customer service, work in the kitchen.
2. To support the effective recruitment, assessment and induction of members to Outside the Box services
3. To develop and sustain warm and trusted working relationships with a designated caseload of members.
4. To carry out the role of a key worker to a caseload of members, to enable them to achieve their goals and aspirations by working alongside them to develop and implement their learning/progression plans.
5. To support members to express their needs, views and concerns and participate as fully as possible in their planning and development.
6. To develop, maintain, monitor and review individual learning and development plans for members that address their specific needs, goals and aspirations and support their progression.
7. Ensure necessary requirements and standards are met and hold appropriate records and evidence to support these for each individual member on the caseload.
8. To provide individualised support, including encouragement, practical advice, assistance and guidance, to members to enable them to achieve their goals, complete agreed tasks and activities and develop their skills and capabilities
9. To prepare materials and resources to support planned activities, to help members to achieve their goals and develop their skills and capabilities
10. To provide professional and supportive relationships with parents/carers and other professionals involved in members care and those involved in supporting them including Outside the Box staff and volunteers
11. To provide recognition, positive feedback and appropriate reward for members' achievements and to support others including staff, volunteers and families, to do so
12. To develop, maintain, monitor and review risk assessments and risk management plans for members and provide positive behaviour support to members, using appropriate strategies, role modelling and practices and support to other staff and volunteers to do so

13. To work alongside the employment support worker in supporting members to enable them to progress towards work/supported employment.
14. To ensure the safety, security and well-being of members ensuring they are fully safeguarded, comply with all relevant policies and procedures within Outside the Box whilst enabling and empowering them to make choices and access new experiences
15. To maintain confidentiality at all times in line with Outside the Box policies.
16. To develop, operate and maintain robust record keeping procedures in line with relevant data protection and confidentiality requirements, ensuring accurate and up-to-date records including individual member files, daily and weekly logs, achievements and significant occurrences
17. To contribute to service planning, reviews and reporting in line with the requirements set by the Outside the Box Manager and Management Committee
18. To comply with all relevant policies, standards and procedures including health and safety, safeguarding, food hygiene, risk management, accident and incident reporting
19. To liaise with other staff, volunteers and members and ensure good communications are maintained at all times
20. To report any risks, concerns, issues and service improvement needs to the Outside the Box Manager
21. To provide regular verbal and written reports to the Outside the Box support worker and input as required to reports to the charity's Management Committee
22. To respond flexibly to the changing needs of the service and Outside the Box as required.

### Person specification

The table below identifies the essential and desirable skills, qualifications, experience and personal qualities required for the role/s.

Essential	Evidence
Minimum 1 years experience of successfully supporting adults and young people with	Application form, letter of application and interview

learning disabilities/others with additional needs	
Knowledge of and commitment to person-centred approaches to supporting vulnerable/disadvantaged people	Letter of application & interview
Experience of working with and/or supporting volunteers	Application form, letter of application and interview
Excellent organisational and time management skills and ability to manage a diverse workload/prioritise effectively	Letter of application and interview
<p>Passion for developing others and effective interpersonal style including:</p> <ul style="list-style-type: none"> <li>- able to lead by example in supporting others to fulfil their potential</li> <li>- excellent communication and facilitation skills</li> <li>- good team working skills and able to work on own initiative</li> </ul>	Letter of application and interview
Good administration and ICT skills (e.g. word processing, excel, email)	Application form, letter of application and interview
<b>Desirable</b>	
Teaching/training qualification (preferably post-16/Adult – can be working towards)	Application form
Knowledge and experience of working towards RARPA standards and requirements for adults with a learning disability.	Application form and interview.
Knowledge/experience of volunteer management systems (e.g. databases)	Letter of application and interview
Experience of developing employment opportunities for people with learning disabilities/those facing labour market disadvantages	Application form, letter of application and interview
Experience of working in/with community	Letter of application and interview

based organisations & businesses	
Experience of marketing and promotion e.g. newsletters, press releases, events	Letter of application and interview

### **Additional Information**

- You will be required to offer flexibility in working to provide cover for colleagues.
- Note that as this post will have responsibility for working with vulnerable adults it is subject to an Enhanced DBS check.

### **Applying for the post**

To apply for this position please send:

- A Cover Letter
- A completed application form

To: **The Manager**  
**Outside the Box Café**  
**Ilkley Community Enterprise Ltd**  
**2-4 Bridge Lane**  
**Ilkley**  
**West Yorkshire**  
**LS29 9HN**

Applications can be sent as attachments to an email to [cafe@outsidetheboxcafe.com](mailto:cafe@outsidetheboxcafe.com)

Closing date: Friday 19<sup>th</sup> October 2018 @ Noon  
Interviews will be held on Friday 26<sup>th</sup> October 2018

If you have any queries on this post or would like any further information please call Jenna Peel, OTB Manager on 01943 431173