



outside the box

MORE THAN JUST A CAFE

Registered charity 1151706

Job Description

Support Team Leader

Date: 5th August 2019

Job Title: Support Team Leader

Reporting to: Skills and Employment Manager

Hours of work: 30 hrs (includes some weekend and evening working)

Location: Outside the Box café, Ilkley

Salary/rate: £9.50ph

Background

Set up and run by local charity Ilkley Community Enterprise Ltd, Outside the Box (OTB) provides a range of services and activities all designed to enable and support people with a learning disability to lead more independent, fulfilled and healthier lives.

As a charity we are relatively small but have expanded rapidly over recent years and have an ambitious plan for further growth and development in the future. Our services, OTB community café, OTB Choices and 'OTB Works', currently support around 60 people with learning disabilities (our members) each week. We are due to relocate OTB café to substantially larger premises and this will drive and support increased scale and depth of the services we provide and increase the number of members we engage and support.

Adults and young people with a learning disability are at the heart of what we do at OTB: they are our 'members' and a critical part of the overall OTB 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 OTB café to learn new skills, improve confidence and self-esteem, achieve qualifications, gain meaningful experience of the world of work and as appropriate progress into paid employment.

We have recently restructured the OTB staff team and this role of Support Team Leader is part of the new team that will help sustain and build on the success of OTB to date.

Purpose of the Role

To lead the Support Team for adults and young people with a learning disability within Outside the Box Café ensuring the delivery of personalised support, learning and development that enables all our members to gain maximum benefit.

In addition to supervisory responsibility for the café Support Worker Team, the Team Leader will also be responsible for frontline service delivery, providing direct support to our members within the café.

Working closely with the OTB Skills and Employment Manager, Operations Director and other staff, the Team Leader will plan and deliver Support Worker Team supervision, guidance, rota coordination and leadership, to ensure high quality and impactful support services to all cafe members.

Main responsibilities and tasks

1. To support new members referred to OTB café, carrying out assessments and induction programme with members.
2. To develop and sustain warm and trusted working relationships with all members.
3. To carry out the role of a key worker to a caseload of members to enable them to achieve their goals and aspirations, working alongside them to develop and implement their learning/progression plan.
4. To support members to express their needs, views and concerns and participate as fully as possible in their planning and development.
5. To support and implement new and innovative ways of supporting the progression and learning of our members.
6. To develop, maintain, monitor and review individual learning and development plans for members and associated records, that address their specific needs, goals and aspirations and support their progression.
7. 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
8. To prepare materials and resources to support planned activities, to help members to achieve their goals and develop their skills and capabilities
9. To provide recognition, positive feedback and appropriate reward for members' achievements and to support others including staff, volunteers and families, to do so
10. To develop and maintain 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 develop, maintain, monitor and review risk assessments and risk management plans for members
12. To 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 Catering manager, to ensure members needs are met and the full café team work together supporting the delivery of a high quality service for members and customers.
14. To work alongside the OTB Works project in supporting members to progress towards and into work/supported employment.
15. To lead and manage the team of Support Workers at Outside the Box café, providing regular and documented supervisions, support, development and meetings to ensure the consistent delivery of the highest standards of service delivery to members
16. To manage rota coordination and service planning for the Support Worker team including the effective and efficient deployment of bank and relief Support Workers
17. 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 informed choices and access new experiences
18. To maintain confidentiality at all times in line with Outside the Box policies and compliance with all relevant policies, standards and procedures e.g. health and safety, food hygiene, risk management, accident and incident reporting
19. 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
20. To provide regular verbal and written reports to the Skills and Employment Manager and Operations Director and input as required to reports to the charity's CEO and Board
21. To respond flexibly to the changing needs of the service and Outside the Box as required, undertaking other appropriate duties commensurate with the role.

Person specification

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

Essential	Evidence
Minimum 2 years' experience of successfully supporting adults and young people with learning disabilities/others with additional needs	CV, letter of application and interview
Minimum of 1 years' experience of supervising a staff team, with strong leadership skills and proven ability to motivate and manage staff team	CV, letter of application and interview
Knowledge of and commitment to person-centred approaches to supporting vulnerable/disadvantaged people	CV, letter of application and interview
Experience of working with and/or supporting volunteers	CV, 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
Passion for developing others and effective interpersonal style including: <ul style="list-style-type: none"> - Able to lead by example in supporting others to fulfil their potential - Excellent communication and facilitation skills - Good team working skills and able to work on own initiative 	Letter of application and interview
Good administration and ICT skills (e.g. word processing, excel, email)	CV, letter of application and interview
Able to work flexible hours including some weekends, evenings, Bank Holiday shifts	CV, letter of application and interview
A strong commitment to the ethos, social aims and values of Outside the Box (our core values are: 'can-do'; respect; inclusion; quality; progression; and enterprising)	CV, letter of application and interview

Desirable	
Teaching/training qualification (preferably post-16/Adult – can be working towards)	CV
Knowledge and experience of working towards RARPA standards and requirements for adults with a learning disability	CV and interview
Experience of working in/with community based organisations & businesses	CV, letter of application and interview
Experience of marketing and promotion e.g. newsletters, press releases, events	CV, letter of application and interview

Additional Information

- You will be required to offer flexibility in working to provide cover for colleagues and deliver responsive services to our members.
- 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 full CV

To: **Operations Director**
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

Closing date: Monday 16th September @ 12.00

Interviews will be held w/c 23rd September 2019

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