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**Café Assistant Job Description**

**Responsible to: Head of Services and Operations Managers**

**Responsible for: Assist Trust Clients (Members)**

**CAFÉ DUTIES**

* Specific responsibilities for the preparation of hot food, assisting with ordering supplies and checking that orders have been correctly delivered and charged for, plus the following duties as experience in the role grows and training is given:
  + Supporting Assist Trust members to work in a professional and courteous manner while they are based at the café, guiding them in a sympathetic and respectful way and referring to managers and other Assist staff if necessary.
  + Operating the till, and balancing it on a daily basis
  + Serving customers in a pleasant and courteous manner
  + Cleaning the kitchen and café area in accordance with Health and Safety Regulations and Guidance
  + Keeping cleaning and temperature records
  + Undertaking the preparation of all food and beverages served in the café
* Clearing tables
* Washing up
* Ensuring that the café environment is pleasant and welcoming
* Reporting maintenance issues to Assist Trust staff / managers
* Ensuring that any risk assessments are complied with
* Maintaining such records as are required by the Assist Trust managers

**WORKING WITH ASSIST TRUST MEMBERS**

* To treat all members at Assist as fellow adults
* To interact with all members at Assist as you would with anyone else in society – respectfully, politely and with kindness
* To maintain the same level of expectation with the members at Assist as you would any other member of society – politely encouraging mutual respect and basic courtesy from everyone
* To allow trust to build steadily by being kind, respectful, professional and consistent in your approach and by treating people as adults at all times
* To maintain very clear professional boundaries at all times – even when showing a friendly and relaxed persona to those you are working with
* To maintain an approachable and relaxed attitude when working with the members – while always remaining aware of the potential dangers in any given situation (who might abscond, who might provoke another person who is in the same vicinity, who might have a seizure, who has physical impairments that will affect their stability, etc. etc.)
* To only take more direct or involved approaches once good levels of trust have developed over time and only with guidance from managers
* To ask managers about absolutely anything you are not sure about in regards to working with the members – but especially when it concerns inappropriate comments or advances, aggressive or unexpected behaviours, or anything that feels inappropriate in a workplace

**RECORDS, POLICIES, COMMUNICATION AND GENERAL**

* To maintain records as and when required according to the policies of Assist Trust and with reference to General Data Protection Regulations and the rights of the individual.
* To read through and gain a thorough understanding of all Assist Trust policies and to follow all procedures and guidelines detailed in these accordingly.
* To work with managers and other staff members at Assist in respectful, co-operative and professional ways in all situations.
* To maintain a person-centred, respectful and supportive approach while engaged in any work connected with Assist Trust.
* To attend team meetings and other forums as required and to contribute to the topic in question if appropriate concisely and professionally.
* To engage in training days organised in-house and with other development programmes in line with the requirements of the role.
* To attend occasional evening and out of hours events as required and as dictated by the needs of the members attending.
* To uphold the good name of Assist Trust at all times and to promote the interests of the members attending at any opportunity.
* To maintain a good awareness of Health and Safety at all times.
* To work flexibly according to the needs of the organisation. This may involve some work out of normal contracted hours, but these periods will be accounted for according to the Assist Trust “Core Hours and Time of in Lieu” policy.
* Any other duties as necessary, commensurate with the role.

**Café Assistant Person Specification**

* Warm, friendly personality E
* Confident E
* Polite and courteous E
* Able to cope under pressure E
* Well organised E
* Positive E
* Energetic E
* Enthusiastic E
* Respectful E
* Flexible E
* Able to use own initiative E
* Driver with clean driving licence D
* Excellent communication skills E
* Experience in catering D
* Experience in working alongside people with learning disabilities D
* Ability to interact with people with learning disabilities respectfully,

treating them as adults E

* Minimum level 2 Food Hygiene Certificate D