



Would you like to support people to learn new skills?

Please have a read through the following information and the Job Description and Person Specification. Think about if joining our great team is right for you.

About us

Watford Mencap is a charity providing high quality social care services and support to people with learning disabilities, and their families, in South West Hertfordshire. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them to fulfill their life ambitions. We are an independent charity affiliated to Royal Mencap and are self-funding.

We have worked hard to make our services both efficient and really focused on the person. We have a strong business model that is sustainable and diverse. Our work has expanded and we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ 150 staff, have over 60 volunteers and provide support and services to over 500 people with learning disabilities and their families.

This is an exciting time to be joining the Charity and you will play an important role, working collaboratively with the people we support, their families and friends, as well as other social and health care professionals.

Working as a Support Worker in our Café is varied, rewarding and challenging. It offers you the opportunity to help create a great service that meets the needs of the people you and the team support, as our service develops and people's needs change.

As an employer, we have achieved Investors in People accreditation and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervision meetings and an annual appraisal, as well as coaching and mentoring. We value our workers and offer excellent terms and conditions of employment; a range of staff benefits; as well as a competitive salary. In 2018 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.

OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

Job Description

ABOUT THE ROLE

Support Worker Cafe

You will be an important part of the team working in the Café & Training Kitchen, offering a welcoming environment for customers while offering a range of training opportunities for people with learning disabilities.

In conjunction with the Manager and Deputy you will serve customers and support trainees with learning disabilities to learn all aspects of the café with a clear emphasis on a person centred approach to promote clients independence, decision making and choice.

In our training kitchen, you will support trainees to learn life skills in a kitchen environment; cooking a wide range of food.

You will be based at the Café in the Library in Watford Central Library and at our training kitchen at our hub, 92a Langley Road. The job is very varied and as well as serving customers it will involve 1:1 support which may include personal care and giving medication This means a flexible can do attitude, good IT skills, alongside an eye for detail, emotional resilience and being able to juggle a broad and diverse workload are all really important in this role. In return you will find this an extremely rewarding role where you will be making a real difference to peoples' lives on a daily basis.



This is a part time role with a working pattern Monday to Friday and may require working weekends and occasional evening. As a Support Worker you will receive support and leadership from the Leadership team, and you will be able to share knowledge and learning with your colleagues.

Duties and Responsibilities:

Job Description

Support Worker Cafe

No two days will be the same. You will enjoy lots of variety and support people in the following ways:

1. Support the leadership team to ensure the Cafe offers a welcoming environment, creative menu and excellent customer service whilst offering training opportunities for people with learning disabilities.
2. Be a leader – in conjunction with the leadership team, support trainees and volunteers acting as a role model ensuring the reputation and quality of the service is maintained. You will support colleagues; be able to problem solve; deal with challenges and be solution focused.
3. Empower people - work to increase the skills and independence of the trainees, through a program of support planning and risk assessment, that is highly reflective of the person, helping them to gain qualifications and move on to employment.
4. Maximise income – work to maximise income through attracting new customers and trainees, increasing sales through upselling while minimising waste through excellent stock control.
5. Communication – use a range of communication skills to ensure individuals can participate in sessions and can communicate their needs and wishes, as well as communicating with their families.
6. Provide a quality service – in conjunction with the leadership team, set the standards and be an example of the

quality you need in the service, ensuring the service is welcoming to all.

7. Manage the resources for the service - working with the leadership team to ensure the resources are used efficiently, maintaining the cafe, keeping it clean and identifying and reporting repairs.
8. Live the Values – demonstrate our values: Inclusive, Respectful, Welcoming, Progressive, and Challenging discrimination both in the service and when representing Watford Mencap and people with a learning disability.
9. Contribute to the team - attend and participate positively in team meetings, supervisions, appraisals and training as requested and required by your Manager.
10. Ensure compliance - with current legislative and regulatory frameworks including Environmental Health, HACCP, the Care Act, Children and Families Act, Health & Social Care Act, Health and Safety law, Fire Safety Legislation, Mental Capacity law and regulatory frameworks East of England ADASS standards.
11. Work flexibly - be able to meet the needs of people by working weekends and occasional evenings. You will need to be able to travel around the area to meetings and training.
12. Keep people safe – maintain Health & Safety with the service identifying risks during sessions and ensuring appropriate action is taken to mitigate risk. Follow Safeguarding, Health and Safety, HACCP and Fire Safety procedures while still maintaining a personalised support to each person.
13. Embrace diversity – actively promote and work within Watford Mencap’s Equal Opportunities and Diversity policy at all times.
14. Be part of the wider Watford Mencap team - undertake such additional duties appropriate to the post and to support the organisation’s wider goals by working flexibly across the organisation from time to time as determined by your manager.
15. Report any significant/notifiable events or concerns through line management channels, including when working out of hours if needed.
16. Be supportive – participate in all parts of the service, playing your part both on a day to day basis, maintaining records as well as engaging with inspections.
17. Develop and maintain positive working relationships with your stakeholders, including trainees and their families, Watford Mencap colleagues, grant funders, and authorities.

Any additional duties reasonably expected within this level and role.

This job description may be reviewed annually to meet changing service requirements.

Person Specification:
Cafe Support Worker

	Qualities Required	Essential/Desirable
Education & qualification	Evidence of commitment to continuing self-development	Essential
Experience	Experience of working in a team	Essential
	Experience of supporting people with a learning disability	Desirable
	Experience of working in a café	Desirable
Knowledge	Excellent knowledge of current Environmental Health standards	Desirable
	Knowledge of Health & Safety and Risk Management	Essential
	Knowledge of need and rights of people with Learning disabilities	Essential
Skills	Able to support people in a creative way	Essential
	Strong communication skills, you can communicate effectively and sensitively	Essential
	Form effective working relationships	Essential
	Motivated self-starter, able to motivate and inspire others	Essential
	Complete and maintain accurate written records	Essential
	Problem solver	Essential
	Excellent IT skills	Essential
General	Able to demonstrate genuine commitment to the values and goals of Watford Mencap	Essential

Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
Inclusive	You involve the people you support to live the life they choose by listening to them and planning with them and advocating for them.
	You work with the families and a range of professionals, managing priorities and always staying focused on the person you are supporting.
	You are able to communicate effectively with people with a learning disability, adapting your approach to the needs of the person at the time.
Respectful	You demonstrate through your actions respect, dignity, diversity, and privacy for people you support.
	You develop and maintain effective working relationships with people you support, their families, colleagues and partner organisations.
	You work flexibly and can adapt to changes in workload as necessary.
	You can support the manager to bring the team and people you support with you.
Welcoming	You can communicate with a range of people with differing abilities.
	Develop and maintain a welcoming atmosphere for the people you support and their families.
	Work with other health and social care professionals to meet the needs of the people you support.
Progressive	Keep your social care knowledge and skills up to date.
	Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	Be innovative with ideas and passionate about developing the service.
	Be able to think creatively to develop more effective systems as the needs of the service changes
Challenging	Professionally challenge prejudices that cause barriers for people living with learning disabilities.
	Using all available information to ensure that the support packages commissioned meet the needs of the people you support whilst maintaining effective working partnerships.