



Cafe Connect team member job description

Start date: Wednesday, February 19th 2020

Contract length: 1 year

Hours: 6 hours per week from 9am to 3pm on Wednesdays

Location: The Barn, Barne Barton, Plymouth, PL5 1EJ

Rate of pay: £9 per hour

Report to: Team leader

About The Pioneers Project CIC:

The organisation was founded in 2017 and seeks to be a key player in supporting people across Plymouth, south east Cornwall and the surrounding areas. Our vision is to journey with people as they grow in their purpose and identity, helping to connect with various communities.

Our mission is to work holistically to meet individual need. We aspire to reach whole families across Plymouth and surrounding areas as a positive way of shaping a more hopeful future for children and young people. We wish to empower our service users to create lasting and meaningful change as they grow in their purpose and identity. We want to collaborate with like-minded organisations so we can connect with people to provide opportunities to fulfil our mission.

Café Connect, in partnership with Barnardo's, is a community café supported by Starbucks, M&S, Tesco and Lidl through third party organisations such as Neighbourly and Fareshare.

We are passionate, vibrant people with a love for what we do and how we do it. We believe in the people we work with and want the best for them.

We are a small team of dedicated, caring professionals and we're looking for like-minded people to join us on our journey.

Job purpose

Your role is to support the delivery our weekly Community Café which we run in partnership with Barnardo's, and now have extended with the aspiration of reaching more people. You will **support and advocate on behalf of people facing multiple challenges, with a focus on helping to improve the social, emotional and mental health of participants**. You may work with people on an individual or group basis, offering practical and emotional support and helping them to develop skills to tackle the challenges they face. You will **support the facilitation of the cafe**, helping to address the particular issues people face. While you could provide coaching and mentoring, intervention and risk assessments, you will refer people to other professional services when the issues are complex or specific.

☎ 01752 916016

☎ 07547 897642

✉ info@thepioneersproject.co.uk

Registered Private Limited Company in England and Wales, No.: 10640783

Registered address: 5 Warburton Gardens, Plymouth, PL5 1HX



Role and responsibilities

Your role can be varied and involves a mix of interpersonal, administrative and advocacy work. Your duties include:

- Providing café facilities including serving hot drinks and food
- You will work directly with people, providing support, guidance and appropriate care
- You will work in both a one-to-one and group setting
- You will support the delivery of the café, helping people to overcome challenges and improve their social, emotional and mental health
- You will help monitor and evaluate the sessions, implementing learning to improve the service to its users.
- You will have knowledge of specialist services which people can be referred to as necessary
- You will be responsible for and follow the organisation's safeguarding and child protection procedures, ensuring the safety of all involved in the programme including staff, participants and support agencies
- You will liaise with other professionals such as teachers, health professionals or social workers where appropriate, to ensure the best care and support is provided for each individual
- You will represent the organisation in a professional manner at all times, ensuring its reputation remains positive and in tact
- You will adhere to food hygiene at all times and ensure the safe delivery of the project
- You will help prepare and distribute publicity materials and displays
- You will liaise with schools, nurseries, wellbeing hubs and other community groups/organisations
- You will be expected to undertake any necessary training to help you complete the job to the best of your abilities, working to the highest standard throughout. This will include but not be limited to First Aid at Work and Safeguarding and Child Protection Training.
- You will complete any other tasks deemed necessary by the board of directors to successful conduct this programme.

Person specification

You are:

Friendly, cheerful, positive and self-driven with the ability to work independently and as part of a team. Must be a people person with the ability to quickly form strong and meaningful relationships.

Education:

Must have good written and verbal communication skills.

Experience:

At least 2 years' experience in a role working directly with vulnerable people.

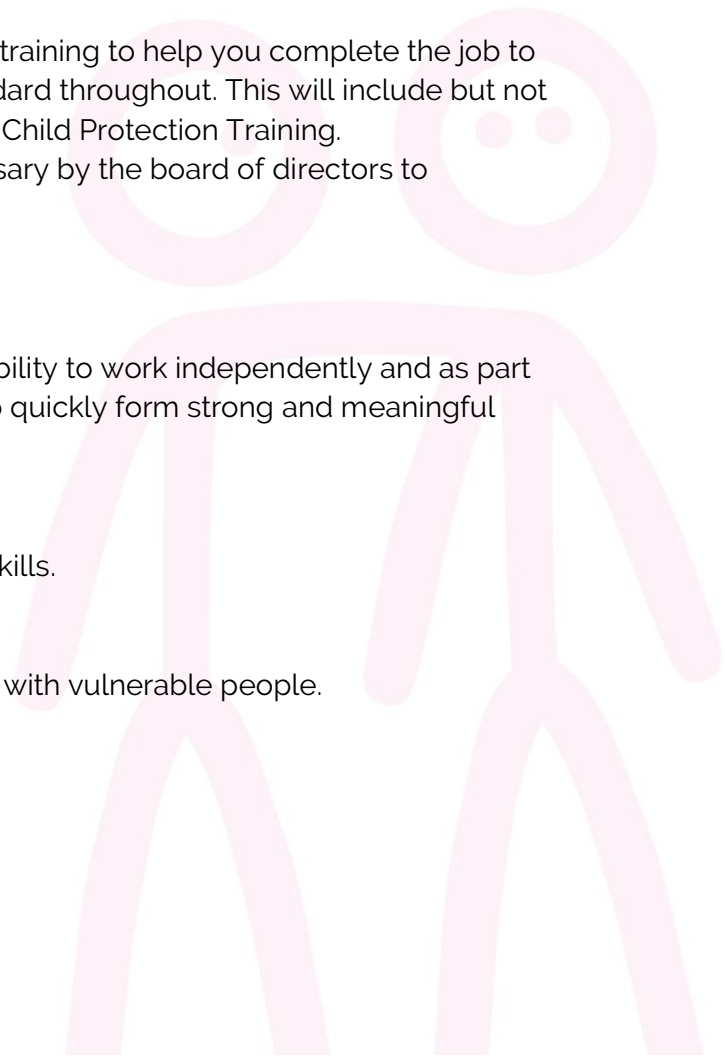
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Knowledge and skills:

- Excellent communication skills, with the ability to quickly establish positive relationships;
- Good organisational and administration skills;
- Understanding and appreciation of the importance of monitoring and evaluation in a community work setting;
- Politically and creatively aware and 'plugged in' to emerging cultures and issues;
- Positive about embracing challenge and change, open to experimenting, new ideas, reflective practice and working with other organisations in a spirit of partnership;
- Ability to prioritise effectively and enjoy multi-tasking in a busy environment;
- A believer in strongly supportive environments, sharing and being open with colleagues;
- A working understanding of safeguarding children, young people and vulnerable adults, and how to maintain appropriate professional boundaries;
- A working understanding of equality and diversity with the ability to challenge discriminatory behavior.

Other info:

The Pioneers Project CIC is an equal opportunities employer, which values diversity and is strongly committed to providing equal employment opportunities for all employees and all applicants for employment. Equal opportunities are the only acceptable way to conduct business and we believe that the more inclusive our environments are, the better our work is.

An Enhanced Disclosure and Barring Check will be required for this role.

This post is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not "protected" (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) when requested during the application process. We recognise the contribution that former or ex-offenders can make as employees and volunteers and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to the role and which do not make them a risk in the role for which they are applying.

To apply:

Send a CV and covering letter to lisa@thepioneersproject.co.uk by noon on February 5th 2020.

Interviews:

Interviews will be conducted before Friday February 14th 2020.

For more information:

Please contact Lisa Dawson on 01752 916016 or lisa@thepioneersproject.co.uk.

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