

Post: Café Coordinator  
Salary banding: Level 3

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As a Support in Mind Scotland practitioner, I work directly with service users who require immediate or on going emotional, practical or vocational support in order to deliver the best possible outcomes. I work closely with other members of staff to achieve outcomes as defined by my line manager. Within the area team there is a clear line management structure which supports and shapes my practice. In my role, I contribute to creating an environment where people can relax, re-establish social skills and enhance their quality of life – but my specific focus is on co-ordinating and planning activities in the café and promoting healthy eating.

#### What I do and what I achieve

- I work as part of a team building positive working relationships
- I support individuals using the service and particularly using the café
- I co-ordinate the running of the café including menu planning and healthy eating
- I recruit, supervise and train volunteers (service users) who work in the café
- I ensure that the kitchen, café and resource centre is welcoming, clean, tidy and safe at all times
- Ongoing risk assessment is integral to my practice to ensure the wellbeing of service users
- I can demonstrate group work skills which bring people together in a safe environment
- I have an awareness of appropriate professional boundaries including confidentiality
- I understand the requirements of Health and Safety in the workplace and follow Support in Mind Scotland policies

#### Who I am

- I am educated to SVQ level 2 or have relevant experience working in health and social care
- I have experience of working with people with mental health issues
- I have experience of working in a kitchen environment
- I can plan and prioritise my workload
- My professional self-awareness means that I can seek support and advice from my line manager appropriately and participate in supervision and support meetings positively
- I am empathetic
- My personal and professional value base is consistent with the aims and objectives of Support in Mind Scotland
- My practice is firmly based within a model of recovery
- I demonstrate genuine regard for service users and their families
- I have good I.T. skills and can produce accurate case notes
- I am enthusiastic to develop my knowledge and skills

## General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.