

This Job Description does not form part of your contract of employment. The duties laid down in this job description may change from time to time following a review and in consultation between the post holder and their line manager.

**JOB DESCRIPTION & PERSON SPECIFICATION**

**Role:** Corbenic Shop and Café Support Worker

Full timehours including weekend work.

**Reports to: Shop and Café Supervisor**

**General:**

Corbenic Camphill Community has been home for people with social, emotional, intellectual and learning disabilities in the heart ofScotland since 1978, providing day and residential care in beautiful surroundings near Dunkeld, Perthshire.

The Corbenic Shop and Café Assistant will assist the Shop and Café Supervisor in ensuring the successful day to day running of the shop and small café area.

*The skills, abilities and knowledge that are important to us:*

Great communication skills

Ability to provide person-centred support and holistic care

Ability to assist in the shop and café where required.

**1.** **GENERAL RESPONSIBILITIES**

* Support residents on a daily basis when attending workshop at the Corbenic shop/café and ensure their needs are met in line with Corbenic’s value statement and fully aligned with current regulatory guidance and Corbenic Policies across key areas including:
* Administration of medication
* Incident management
* Safeguarding
* Care planning and risk assessment
* Management of resident finances
* Providing holistic care and support taking into account all aspects of residents’ needs, wishes and preferences
* Ensure to provide high quality person-centered support based on support plans
* To provide excellent customer care in all area of the shop and café
* To assist residents in serving customers in both the shop and café and serving customers yourself when required.
* To assist residents in the preparation of hot and cold drinks and simple lunches/snacks
* To ensure you are following the guidance on health, safety and welfare when carrying out your duties
* To maintain the relevant Food Safety and Hygiene standards;
* To assist residents in participating in the cleaning of the shop, kitchen, toilet areas and associated equipment where required
* To support the provision of meaningful work opportunities for Corbenic residents working in the shop/café;
* To cover the other shop or café workers duties in their absence if required;
* Operate the till and cash handling including cashing up procedures as well as opening and closing the shop independently when required.

**2.**  **CARE PROVISION**

* Assist & Support residents attending health care appointments and external reviews as required, which may involve driving duties on occasion.
* Take an active part in being flexible with shifts and weekend work
* Supporting residents to use their preferred method of communication, implementing communication aids
* Support residents in accordance with their personal care plan and promoting and respecting resident’s individual needs, requests and wishes
* Provide all aspects of personal care as required
* Administer medication to residents as and when required in compliance with Corbenic’s ‘Management of Medication’ Policy
* Incident reporting and following through on actions as and when required

**3.**  **CARE AND SUPPORT PLANNING**

* Contribute in care planning process by providing input to senior residential staff based on observations when working with residents
* Ensure that residents’ meal choices are met whilst maintaining a healthy and balanced diet
* Collaborate and liaise with other domestic and workshop care staff to ensure a team approach for care planning is taken
* Act as advocate for residents by promoting their rights, independence and personal choices in an objective manner
* Promote residents’ choices

**4.**  **DOMESTIC SUPPORT**

* Domestic duties such as cooking, cleaning and laundry on occasion
* Ensuring these tasks are completed to a high standard in compliance with regulatory requirements

**5.**  **REGULATORY COMPLIANCE**

* Adhering to and promoting the Health & Social Care Standards, SSSC Codes of practice & Corbenic Standards and Value Statement
* Follow and meet the above standards and all other Corbenic policies.
* To maintain the confidentiality of information relating to residents, students, volunteers and staff
* Take an active ownership of maintaining excellence throughout all areas of support provided to residents, flagging up issues/breaches in policy with the HC/AHC
* To treat all residents, staff and volunteers fairly, equally and with dignity and to follow equality, diversity and inclusion policies and guidance
* Contribute in completing existing monitoring systems where relevant, to ensure the health and safety of residents, staff and volunteers, including fire folders, cook-safe folders, cleaning schedules, etc.
* Ensure SSSC registration is current/maintained and under the correct part of the register
* Active participation and completion of required SSSC qualification/s within the stated period of registration
* To ensure compliance with all relevant laws, regulations, guidance, policies, procedures and best practice

**6.**  **FINANCIAL RESPONSIBILITIES**

* Support residents purchasing goods and services where required

**7.**  **CAMPHILL ETHOS**

* To be fully aware of Corbenic Camphill community values and work in such a way as to uphold and contribute to these values.
* To be present and participate in key festivals throughout the year if requested to, which may occasionally involve work outside of normal contracted hours. It will be communicated internally if this is voluntary or paid.
* Promote Camphill Home Making to ensure what the residents receive is a genuinely warm home environment.
* To work in such a way to contribute to Corbenic’s objective to reduce waste and not cause harm to the environment.

**8.**  **OTHER**

* Working in collaboration with other staff/volunteers at the house and the wider community
* Be sufficiently flexible and able to respond to residents’ changing needs and circumstances, including regular weekend work
* All staff must be able to form and maintain positive and active relationships with residents
* Contribute to community sleepovers as required on a rotational basis
* Actively engaging in CPD, training and learning and development opportunities including contributing to your own and other staff Personal Development Plans.
* To attend mandatory and elective training.
* Maintain meeting records and resident notes.
* Making proper use of IT and email and communicating using IT software provided.
* To help out with other duties, as and when required, under the instruction of the line manager or Care & Support Management Team.
* Take part in shadowing process for staff.
* Ensure to use appropriate channels of electronic communication, i.e. work email
* To actively participate in support and supervision sessions, appraisals and team meetings
* To carry out other duties to meet Corbenic’s needs as requested by the Community Director and other Senior Leadership Team staff.

**Performance standards for care & support staff at Corbenic (Corbenic Camphill Standards / Health & Social Care Standards & SSSC Code of Practice)**

1. I provide high quality responsive care & support that meets our residents’ needs, supports their well-being and develops their skills.
2. I include and involve our residents in all decisions about their care and support
3. My practice develops residents’ confidence in myself and in Corbenic and reflects the Camphill philosophy of life-sharing
4. I actively promote a high-quality environment where I treat our residents with dignity, equality, respect and compassion.

**Behaviours demonstrated by care & support staff at Corbenic:**

1. I can respect and promote the rights and interests of our residents
2. I can create and maintain the trust and confidence of residents and the wider community
3. I can promote our residents’ dignity and independence and protect them from harm
4. I can take responsibility for improving my knowledge and skills

**Person Specification**

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| **Specification** | **Essential** | **Desirable** |
| Qualifications | * Minimum of school leaver level qualifications in English and Maths or demonstrable knowledge
* Food hygiene Level 1, 2 and 3
* Relevant Qualification (SVQ in Health & Social care or equivalent)
* Full manual driving licence
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| Career Experience | * Retail and/or food and beverage experience
* Experience working in any care role
* Relevant Care training
* SSSC membership
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| Knowledge | * Reasonable understanding of Microsoft packages, in particular Excel and Outlook.
* Knowledge of till systems (EPOS would be an advantage)
* An understanding of disability and, in particular, learning disability and how this impacts on people’s lives.
* Knowledge of health and safety
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| Skills  | * Good Communication and interpersonal skills
* Attention to detail
* Ability to remain focussed/calm under pressure
* Ability to build effective relationships with colleagues and external parties.
* An understanding of and willingness to connect with the values and aims of Corbenic Camphill Community and reflect these in all aspects of your work.
* Manual handling skills
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| Personal Attributes | * Demonstrates a suitable attitude towards care work and personal values align with Corbenic’s
* Personable and professional approach
* Team player, resilient and able to build relationships
* Desire to make a positive difference for those with Learning Disabilities and a commitment to the Camphill ethos
* A commitment to Equality, Diversity and Inclusion
* You are flexible when it comes to working weekends and holidays as necessary
* Embrace the SSSC care standards
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This Job Description may be subject to joint review from time to time between the post holder and Corbenic Camphill Community and as such is liable to amendment.