



Job Description

Job Title:	Employability and Citizenship Mentors
Employer:	Inspired Community Enterprise Trust Ltd
Salary:	Real Living Wage (currently £12.60 per hour)
Hours of Work:	15 per week worked flexibly over 7 days Inc. Public holidays
Annual Leave:	28 days inclusive of Public Holidays (pro rata)
Place of work:	The Usual Place Café, Academy Street, Dumfries
Reports to:	Departmental Head

Employees Supervised:

- Young Trainees with additional support needs

Purpose of Job

To provide support to young people with additional support needs in a community café environment to enable them to reach their full citizenship potential. To work with community partners to create and deliver a seamless pathway to full citizenship for each young person

This will include supervision and mentoring of trainees who will be working towards gaining experience and qualifications with a view to moving on to paid employment or further education and establishing personally meaningful involvement in the wider community. You will be part of a team creating an environment that is welcoming to customers and provides a varied and healthy menu together with consistent, professional service

Principle Contacts:

Internal – The Management Team, Trainees, Volunteers, Trustees, Advisory Groups.

External – Employability Partners, Community Learning and Development, Community groups clubs and associations, Schools and Colleges, Customers, Suppliers, Health and Safety Officer/Regulators.

Main duties and responsibilities

Employability and Citizenship Mentors will be responsible for contributing to the running the Community Café Citizenship/Employability programmes, by:

- Demonstrating an understanding of the gifts, strengths and needs of young people with additional support needs
- Working co-operatively with the Café team (Staff, Young People, Volunteers, Advisory Groups and Stakeholders)
- Working regularly with young people in groups and on an individual basis in the preparation of simple foods and baked goods,
- Working directly with young people to provide a clean safe environment for customers including record keeping (HACCP)
- Working directly with young people to develop and deliver a range of customer service and retail skills that exceed customer expectations, maintaining a high level of customer service.
- Working with young people to develop and maintain a map of citizenship opportunities
- Working with young people and other stakeholders to develop and maintain effective community networks.
- Ensuring Trainees and Volunteers are assigned appropriate tasks in relation to their abilities and agreed training and development plans.
- Helping to develop and deliver group and individual activities and programmes according to young peoples assessed needs
- Ensuring Trainees are working to achieve agreed personal development plans
- Assisting Trainees to keep appropriate training records. (Various media)
- Support volunteers in conjunction with departmental Heads and other staff.

- Working with young people, volunteers and other stakeholders outside the café if required
- Representing The Usual Place to the Community if required
- Contributing to the future development and marketing of the Community Café services inputting to its ongoing continual improvement.
- Dealing with any customer service-related complaints in an appropriate and professional manner.
- Undertaking any training and other duties and responsibilities when requested, which are commensurate with this role.
- Working within ICETs Equality and Diversity Policy through personal example, commitment and action, ensuring fair treatment in employment, training, service delivery and external communications

Note: This job description provides an overview of the principal accountabilities of the post and accountabilities will include but will not be limited to those detailed. It is anticipated that the content of roles will evolve and change over time and as such the balance of duties within the Job Description will change within the broad remit of the post