



JOB DESCRIPTION

Job Title:	Cafe Supervisor (Zion Centre Cafe)
Salary:	£18,376 (pro rata)
Hours:	25 hours per week (Monday – Thursday)
Location:	Zion Café (and Harpurhey Wellbeing Centre as and when required)
Accountability:	Manchester Mind Catering Manager
Working with:	Manchester Mind staff, volunteers, service users, statutory and voluntary agencies

Job Summary

To work collaboratively and supportively with staff, volunteers and customers using and working in the Manchester Mind Catering Projects with the aim of using planning and food preparation and eating as a way of improving mental health, through breaking down social isolation and improved nutrition. You will be part of a team but take primary responsibility for the running of the Manchester Mind Cafe within Harpurhey Wellbeing Centre and provide a therapeutic environment in which volunteers and people using the centre can gain confidence, improve skills and improve their mental wellbeing. You will also be responsible for providing a quality, cost-effective catering service to all cafe customers and will work alongside the Catering Volunteer Development Worker to ensure that all volunteer needs are met and we move towards volunteers leading the café sessions.

Duties Relating to the Post

- To ensure that volunteers have a package of support relevant to their needs and to ensure that this is implemented within the cafe setting.
- To ensure that there are regular cafe meetings, so providing opportunities for volunteers to be involved in Cafe developments.
- To support volunteers to develop weekly lunch-time menus.
- To provide cover when requested and appropriate for other areas within the catering projects.
- To ensure that all spending is within designated budgets.
- Ensuring that monitoring and evaluation of the cafe is in place and ongoing to meet the needs of funders.
- Working with the Volunteer Development Worker to ensure that menus are of high quality and meet the needs of the local communities.
- Liaising with the Catering Manager to ensure that there is adequate stock in place.
- To ensure that appropriate standards of hygiene are maintained in relation to all aspects of food storage, preparation, cooking and handling in Manchester Mind Cafe, and comply with Health & Safety legislation.
- To provide regular reports to the Catering Manager as required.
- To ensure that the Cafe equipment is maintained to a high standard.
- To be responsible for the security of the Café and its equipment.

- To ensure that all monies received in the Café are cashed up and accounted for on a daily basis.
- To work with the volunteer development worker in consulting regularly with customers of the Café so as to ensure that the cafe is meeting the needs of the local community.
- To ensure that the Cafe is accessible for all members of the local community and volunteers.
- To ensure the Cafe is cost efficient and develops an income base in order to diversify funding.
- Making sure that service users are able to achieve their aspirations in relation to work, employment and volunteering.
- Develop links with local community groups which might be useful in supporting people volunteering in the cafe in their recovery.
- Work with volunteer development worker to ensure that all volunteers have access to relevant, appropriate and good quality support and training.

General Responsibilities

- To maintain a professional and confidential approach to work at all times.
- To actively participate in regular supervision sessions, and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with the Service Manager.
- To contribute to the effective and efficient running of Manchester Mind by awareness and compliance of policies and procedures, including Health and Safety and Data Protection.
- To create positive relationships and to treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Mind's core aims and values, and adhering to equal opportunities and diversity statements and policies.
- To work outside of normal office hours if required to do so to meet the needs of the service.
- To carry out other duties as requested by the Catering Manager or other senior member of staff.

This job description may be subject to joint review from time to time between the post-holder and Manchester Mind, and as such is liable to amendment.

PERSON SPECIFICATION

All essential unless otherwise stated.

Knowledge and Experience

- Experience of working collaboratively with people and/or organisations.
- Experience of involving people in the development and design of projects or services in meaningful ways.
- Experience of working in a catering environment.
- Experience of working with and supporting volunteers.
- Knowledge or experience of the issues that people who have used mental health services experience and the impact that has on their lives.
- Knowledge of the requirements around health and safety and hygiene in a catering environment.
- Experience of managing petty cash.

Skills and Personal Qualities

- Strong planning and prioritising skills.
- Ability to develop menu's and ensure there are resources available to produce them.
- Ability to get to know people (without being intrusive) and support them to identify goals and aspirations.
- Excellent communication skills.
- Ability to work in an empathic and collaborative way with people experiencing mental health problems.
- Ability to work on own initiative and as a good team player.
- Willingness to develop skills and knowledge.
- Ability to use IT packages for communication and reporting.
- Appreciation of safeguarding and a commitment to working within the framework of Manchester Mind's safeguarding and health and safety policies.
- Appreciation of equal opportunities issues and a commitment to working within the framework of Manchester Mind's equal opportunities and other policies.
- Excellent interpersonal skills and the ability to communicate effectively with managers and members of staff, volunteers, and people using our services.