

Job Description

Job title: Job Coach – Send Coffee Supported Internship
Reports to: Internship Project Manager
Salary: £ 12.08 per hour, yearly fixed term contract
Hours: Mon - Fri
Location: Coffee Shops in north and east London

Introduction to Generate

Generate has been creating opportunities and offering support to people with a learning disability since 1972. We are committed to improving the lives of people with a learning disability by supporting and encouraging them in a creative way to access opportunities in their communities, take their place as citizens and reduce their reliance on services.

In addition to our youth and community services targeted at people with a learning disability, we also provide an Access to Work service. The Internship is a partnership with Generate, Newham Council, Newham College and Send Coffee. The Internship is targeted at people with Special Educational Needs between the ages of 18-30. The aim of the internship is to give vital experience to the Interns in a workplace and transition them to paid employment.

Main Purpose of the Job

To Support Interns in their work placements at Send coffee locations, helping them gain experience and teach them how to perform the tasks in their respective roles. To coach Interns on essential skills that are needed to thrive in the workplace, such as punctuality and motivation.

Detailed Responsibilities and Duties

Duties will include but are not limited to:-

- Supporting Interns in their workplace to perform all elements of their role to a high standard
- Support and empower the Interns in all aspects of their work
- Maintain confidentiality at all times
- Support Interns with Travel Training
- Mentoring and confidence building
- Learning the job role in readiness for training the intern
- Training the intern to proficiently learn and deliver tasks
- Breaking down tasks, applying systematic instruction techniques
- Modelling workplace behaviours
- Target-setting, and monitoring, and reviewing progress
- Encouraging intern self-assessment/reflection
- Producing visual or written aids and reminders (e.g. step-by-step task list)
- Re-phrasing or repeating employer instructions
- Trouble-shooting or advocating for the intern when things go wrong

- Identifying skills development needs and either addressing them or referring to other staff
- Identifying additional and/or more challenging tasks or roles that an intern could take on and relaying recommendations
- Suggesting appropriate ways to explain tasks, developing accessible resources of use to the wider workforce
- Ensuring interns are on task and meeting workplace standards and expectations (e.g. for time-keeping/attendance)
- Supporting interns in job searches and applications
- Supporting interns to develop CVs or revise them
- Helping interns prepare for interviews
- Highlighting the relationship between classroom and workplace learning
- Reporting on progress to co-ordinator/manager
- Completing Feedback and other admin tasks

General Responsibilities

- To be an active member of the Generate staff team.
- To comply with all relevant Generate policies, procedures and guidelines, including but not limited to Equal Opportunities, Health & Safety, Children & Vulnerable Adults, and Confidentiality of Information.
- To represent Generate positively in a variety of situations and respond professionally to general enquiries.
- Although normal office/ retail/ hospitality sector hours will apply, the post holder must be flexible in his/her hours to meet the needs of Generate.
- Keep records and report on outcomes of your work.
- Keep up to date with current issues and good practice in the field of the Access to Work programme.
- Engage with support offered by colleagues and undertake training as required.
- Undertake any other reasonable task relevant to the work of the organisation that may be requested by the management team

Person Specification

	Essential	Desirable
Experience/Knowledge:		
Experience and/or clear understanding of working with people with a disability in ways that will empower them		*
Experience of over one year in the UK speciality coffee industry at barista level or above	*	
Experience of over two years in the UK speciality coffee industry at Head Barista level or similar		*
Experience of working with individuals and facilitating groups achieve goals		*
Experience of liaising with people and professionals to achieve positive outcomes	*	
Basic understanding of Health and Safety in the workplace		*

Experience being a positive role model in the workplace and leading by example		*
Experience with training people with SEN on Barista Skills including latte art, machine care, or other demonstrable relevant skills		*
Skills:		
Ability to score a pass mark on a Barista Level 3 test on a relevant espresso machine /grinder.	*	
Relevant Health and Safety documentation relating to the role such as Food Safety/Hygiene Certificates and Barista qualifications such as SCA or equivalent.		*
Breakdown tasks into core components and coach Interns on competing them.	*	
A patient, creative approach to supporting people with learning disabilities to learn tasks	*	
Clear written and spoken English and ability to manage appropriate communication with people with various disabilities	*	
Reliable, punctual, flexible and honest working approach	*	
Ability to follow procedures such as safeguarding swiftly and accurately	*	
Ability to understand equality and diversity issues and to place them at the heart of your work	*	

Generate principles:

1. Generate members will always be at the heart of Generate and at the centre of every decision
2. Generate will dream big to enable people with a learning disability to explore, shape and develop their own futures
3. Generate is committed to having respectful and genuine relationships with everyone
4. Generate works to link people with their local communities and support them to maintain their connections
5. The Generate approach is about using and developing our skills, knowledge and experience and engaging our hearts when we work each individual to improve their lives.
6. Generate will work together with members, families, partners and stakeholders.
7. Generate will empower people with learning disabilities to campaign for their rights

Generate is an equal opportunity employer
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