

Job Description

Job title:	RF Works Senior Coach		
Department:	RF Works		
Job Family:	Operational Specialist		
Location:	Poppys Pantry, Wymondham		
Reports to:	RF Works Manager		
Salary Point*:	4 to 6	Hay points*:	203
Evaluated date*:	24/04/24		
Hours / week:	Up to 37 according to business need		
Status:	Permanent		
Supervisory responsibilities	Yes		
Job Shares will be considered for this post	In exceptional circumstances.		
This position requires travel around the county and the ability to work flexible hours.			Where business needs dictates and always with prior discussion

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

Poppys Pantry in Wymondham forms part of the RF Works Department within Realise Futures. It is a social enterprise café and small retail outlet stocking a range of refills for household, bathroom and personal cleaning products as well as local and ethically sourced items.

Working closely with the Manager, the Senior Coach is responsible for coordinating and supervising a small team, providing a schedule of tailored social, life and work-based skills associated with the day-to-day running of a café and retail outlet to disabled and/or disadvantaged adults. This will involve the production of a weekly and/or monthly schedule of activities that support individuals in developing their skills in customer service, preparing food and drinks to order and maintaining a clean and hygienic work environment.

In addition, the Senior Coach will support the Manager in implementing the social business plan that enhances the success of the enterprise and may liaise directly with commercial suppliers, community organisations and social work teams. Senior Coaches will ensure compliance with company and commissioner standards in the completion of timely recorded reviews for supported colleagues.

A primary objective of this role is to ensure that all operations within the social business are conducted in a socially inclusive, supportive and safe manner that balances the needs of the customer while promoting choice and control for supported colleagues.

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in

Realise Futures CIC

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work, learning and life through three company divisions, Learning, Coaching & Advice and Development, Employment and RF Works.

***This role is subject to an (enhanced) DBS check*

Main Duties and Responsibilities: *A brief description of the most important tasks of the post*

Support the Manager in planning and implementing a schedule of work-based activities and wellbeing tasks related to both the day-to-day running of the café & shop and to the progression and achievement aims identified by wellbeing colleagues.

Working with the Manager, confirm the café menu on an agreed schedule (i.e. weekly/monthly), and provide clear guides/recipe cards to ensure consistent preparation and presentation of baked goods, light snacks and beverages that meet hygiene standards.

To deputise for the Manager, taking responsibility for delegated tasks, in their absence.

Working with the team, maintain effective stock control that includes reconciliation of purchases, pricing and the online ordering and till systems that meet established financial protocols and budgets.

Provide guidance and support to a team of RF Works Coaches by working alongside them in supporting wellbeing colleagues to prepare and serve food & beverages.

Ensure that regular recorded reviews of each support plan for wellbeing placements is undertaken at agreed intervals, that progress against key goals are recorded ensuring all opportunities offered reflect the person's chosen outcomes and actively improve their well-being.

Coach and mentor a designated team of employees through effective line and performance management that will include appropriate delegation of tasks and regular, recorded 1-2-1's and appraisals.

Following company policies and procedures, ensure people on site you are responsible for are safe and safeguarded at all times working within Health & Safety guidelines that may involve following COSH and RIDDOR protocols/processes.

In liaison with the RF Works Manager undertake Quality Framework audits, that will include planned stock takes and Health & Safety checks, within agreed timeframes reporting any anomalies to the relevant manager.

Liaise with the Supported Employment Coordinator to ensure that people are supported to progress into paid employment opportunities as appropriate.

Work with the Supported Business Coordinator in developing effective relationships with the significant people in an individual's life e.g. parents/carers, social work teams, housing providers, support agencies etc.

To maintain confidentiality at all times in line with the company's Data Protection obligations, unless a disclosure is necessary to protect the health, safety or welfare of an individual.

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1. Know-How:

Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.

The skills, expertise, and training required for the job are:-

- Experience of supervising a team, providing guidance and support ensuring services and products are delivered within agreed timeframes
- Experience of working in a commercial café/retail setting with an understanding of costings, budgets and workflow in a customer facing environment
- Working knowledge and/or practical experience of working with adults with disabilities
- Experience of applying Health & Safety practices (including COSH & RIDDOR legislation) in the workplace
- Awareness of Safeguarding principles and protocols in relation to adults with disabilities
- The ability to accurately record and maintain systems to provide up-to-date information to the Manager for reporting purposes

Specific qualifications or training essential to the job are:-

- Minimum and current Level 2 Food Hygiene Certificate
- Either a Minimum Level 2 qualification in the Health & Social Care sector **or** in the Hospitality/Retail sector and/or relevant experience in either sector.
- L3 Management qualification **or** relevant experience at supervisory/management grade
- Certificate in Competency training (an internally accredited qualification aligned to the Learning Disabilities Core Skills Training Framework – *this will form part of mandatory training for new recruits to the role*)
- Good levels of English and Maths with ability to demonstrate knowledge and application require for external and internal communications.

The amount of forward planning required in the job is:-

Medium

- Effective scheduling of short- and medium-term workloads is vital to uphold company reputation and brand. The post holder, in conjunction with the Manager will need to forward plan human and physical resources to ensure safe and effective practices are strictly adhered to

The type of communication and interaction needed in the job is

- High levels of verbal written and non-verbal interpersonal skills that reflect differing audiences and abilities

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	<p>(Business/public customers through to team members with communication difficulties)</p> <ul style="list-style-type: none"> • The ability to influence others to the point of changing their behaviour and motivation • Recognition and application of providing differing levels of support to team members dependent on their individual need (which can fluctuate on a day-to-day basis)
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<p>2. Problem-Solving:</p> <p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<p>The level of analysis, evaluation and problem solving required in the job are:- medium</p> <ul style="list-style-type: none"> • The ability to resolve sometimes complex production and/or behavioural issues effectively and efficiently • A flexible approach to work and tasks undertaken • Must be able to prioritise different workloads demonstrating good organisational skills to meet given deadlines • The ability to find the most appropriate way to provide support which meets an individuals' needs • Offer solutions to issues with workflow and resolution of production issues <p>The level of creativity and/or original thought to resolve issues is:- medium</p> <ul style="list-style-type: none"> • The post holders judgement on both commercial processes and support activities, based on knowledge, experience and integrity will be required • This role is encouraged to challenge and suggest ideas to support the promotion of the company and cost saving ideas for the department
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<p>3. Accountability:</p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the job holder's accomplishment of the job's basic purpose.</i></p>	<p>The amount of freedom to take decisions in the job is:- Medium</p> <p>Within known parameters, autonomy is granted to the post holder regarding decisions on task delegation and support activities provided.</p> <p>Nature of impact:-High</p> <p>Senior RF Works Coaches are integral to the success of both the commercial and wellbeing income streams for the department. The company has developed an excellent reputation for providing a professional, person-led social care support service for vulnerable adults in a work-based environment. This provision forms the backbone of the social purpose of the organisation.</p> <p>Magnitude of impact:- Medium</p> <p>Supported employment and wellbeing provision account for approximately one fifth of the company's income. Commercial income for each of the social businesses that Senior Coaches</p>
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	operate in is vital to ensuring the ongoing sustainability of the RF Works department. Senior Coaches will be actively supported in their roles by the Manager.
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

Evaluation:

C +1 2 (132), C 3 (33), C 0 C (38) Total 203 points