

**JOB TITLE: Specialist Support Assistant Job Coach
Barista, Café and Work Experience**

RESPONSIBLE TO: Careers and Enterprise Leader

STATEMENT OF PURPOSE:

To assist in our Barista Training Program. You will work closely with students in both the cafe and real-world café settings, helping them develop the skills needed to succeed in the food service industry. This role is focused on hands-on training, job coaching, and fostering a supportive work environment, while empowering students to gain valuable work experience and confidence.

KEY RESPONSIBILITIES

Barista Training & Support:

- To provide direct training on barista skills, including making various coffee drinks, handling espresso machines, and maintaining café equipment.
- To teach students about workplace hygiene, safety protocols, and cleaning procedures.
- To coach students on customer service, including taking orders, interacting with customers, and managing customer expectations within the school café.

Job Coaching & Development:

- To offer one-on-one coaching to students, helping them navigate challenges in both the café environment and on-the-job tasks.
- To develop individualised training plans based on each student's strengths, needs, and goals.
- To support students with soft skills development, such as communication, teamwork, time management, and conflict resolution.
- To encourage positive behaviours and professional conduct in the workplace.
- To support students to find employment externally within a café/hospitality environment, as the need arises.
- To carry out health and safety checks of placements and supported internship partners premises, in collaboration with health and safety colleagues to create risk assessments as required.
- To support employers or providers to make reasonable adjustments and reduce barriers to employment for young people with SEND.
- To support employees on placement to become confident in working and carrying out their duties.
- To keep accurate records of job coaching support provided and liaise closely with the Careers and Enterprise Lead to agree appropriate levels of support.
- To travel with and travel train or route train students as needed
- To support with readiness skills such as timekeeping, presentation and attitudes.

- To support learners to apply for paid and unpaid roles practice and prepare for interviews and travel to and from employer premises for interview and assessment.
- To ensure the safety and safeguarding of students/trainees at all times
- To provide support for learning activities and work experience in the Café and to provide feedback to the teacher/Careers and Enterprise team on student progress
- To assist with the daily set-up of the Café
- To support students serving customers in the Café
- To support students with the till and Café money
- To serve customers as required
- To ensure that Food Hygiene standards and health and safety requirements are maintained in the Café
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Café Work Experience:

- To supervise students in the school's café, ensuring that tasks are completed accurately and safely.
- To provide real-time feedback, guidance, and praise to students during work experience shifts.
- To assist in student role rotations to provide a well- rounded experience, including barista, cashier, and general café cleaning.

Care and safety:

- To provide support to students' general welfare, including ensuring they are clean, tidy and comfortable
- To be familiar with students' care plans and provide care, encouragement and maintain dignity
- To support students' emotional wellbeing, self -reliance self-esteem and resilience
- To assist in the administration of medication to students as required and in accordance with their Care Plan and legal guidelines
- To organise and supervise offsite activities and maintain health and safety of students when outside the school setting

Communication:

- To provide support to communication and interaction needs including facilitating communication for students who use augmentative or alternative means of communication such as Makaton, VOCA
- To support students and their families for whom English is an additional language (EAL)

Team working:

- To assist in the assessment, monitoring and recording of student progress and behaviour and the maintenance of record keeping systems
- To provide occasional supervision of a group or class for time limited activities or in an emergency
- To provide cover for colleagues including in unfamiliar classes

- To work flexibly as part of the classroom team and to take part in the support and induction of new staff as well as the annual performance management scheme
- To work closely with teachers, staff, and other job coaches to ensure the café program meets the needs of each student.
- To maintain ongoing communication with teacher/careers lead to update them on students' progress and achievements.
- To assist with career development, CV building, interview preparation, and job readiness activities.
- To clear up after the cafe closes and ensure it is kept safe and tidy under guidance from the Chef Manager
- To liaise with the HLTA Food Technology, Careers and Enterprise team and the Café cook as required

Other Duties:

- To assist in organising and coordinating special events or activities within the café.
- To track and document students' progress in skill acquisition and workplace readiness.
- To maintain a positive, inclusive, and professional work environment.

Please note

The work is in a hectic and noisy environment with constant interruptions from children.

Working with Special Education Needs students requires a particular understanding and appreciation of the individual needs such as physical limitations, learning, emotional, behavioural and language difficulties or problems with organisation. The behaviour of such children is often extremely challenging and is therefore emotionally and physically demanding. In some cases, the nature of the students' special needs may result in staff being verbally or physically assaulted.

This is not an exclusive or exhaustive range of responsibilities, rather an indicative list. You may be required to carry out further duties as reasonably required and commensurate with the position.

Learning and development activities:

- To provide support for learning activities and work experience in the Café and to provide feedback to the teacher/Careers and Enterprise team on student progress
- To assist with the daily set-up of the Cafe
- To support students serving customers in the Cafe
- To support students with the till and Café money
- To serve customers as required
- To ensure that Food Hygiene standards and health and safety requirements are maintained in the Cafe

PERSON SPECIFICATION

Key Criteria	Essential	Desirable
Qualifications and training	<p>Good levels of literacy & numeracy</p> <p>Experience of working with young people in the education/care/health sectors</p> <p>Awareness of health, safety and wellbeing requirements in a school environment</p> <p>A Food Hygiene certificate (or willing to train)</p>	<p>Level 2 or equivalent in Maths and English or willingness to study L2 Maths and English whilst working</p> <p>Barista or coffee industry experience</p> <p>Prior experience particularly in vocational or job coaching roles is highly preferred but not essential.</p>
Skills and experience	<p>Experience of working in a Café, or kitchen</p> <p>An understanding of the educational objectives of the school</p> <p>An understanding of how young people learn</p> <p>Ability to support learning during work experience</p> <p>Ability to lead and direct the work of others</p> <p>Excellent planning and organisation skills</p> <p>Experience of accurate record keeping</p> <p>Excellent interpersonal and communication skills, with the ability to build positive relationships with students, staff, and customers.</p>	<p>Experience of a SEN learning environment</p> <p>Experience of monitoring and recording individual progress</p>

	<p>Patience, empathy, and a genuine desire to help others succeed.</p> <p>Ability to provide constructive feedback in a supportive manner.</p> <p>Flexibility to adapt to the needs of individual students</p>	
Core Competencies	<p>Student Led</p> <p>Passionate about supporting young people with a disability in a dignified and person centred way</p> <p>Committed to a proactive approach to meeting the needs of students</p> <p>Is approachable and helpful</p> <p>Acts with honesty, integrity and discretion</p> <p>Is concerned with the health, safety and wellbeing of others</p> <p>Results Orientation</p> <p>Displays drive and energy and enthusiasm to enable progress and achieve results</p> <p>Works systematically and plans effectively</p> <p>Delivers on objectives</p>	

	<p>Committed to continuous professional development</p> <p>Working Together</p> <p>Contributes to effective teamwork</p> <p>Understands and supports others</p> <p>Values people equally and encourages inclusive participation</p> <p>Willing to work in line with all MGS policies and procedures and attend all supervisions</p> <p>Adaptability</p> <p>Aligns behaviour to the needs / priorities / goals of students and the school as a whole</p> <p>Deals and copes with change</p> <p>Works well in a challenging environment</p> <p>Remains calm and professional at all times</p> <p>Is self-aware and able to undertake self-evaluation</p>	
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