



The Mental Health Service for our Community

## Job description

<b>Job title</b>	Barista/ server
<b>Contract</b>	Permanent
<b>Hours</b>	Full time
<b>Salary</b>	Starting salary £10.85 per hour
<b>Service setting</b>	Head Room Café, Golders Green

### Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

### Job purpose

Head Room Cafe is a social enterprise by the mental health charity Jami, serving fresh, vibrant middle Eastern-inspired kosher food and drink. It is a community hub, bringing awareness, education and access to mental health support to the high street. The programme of groups and events run at the cafe are free and open to everyone.

We are looking for a skilled, passionate and empathetic Barista to join Head Room Cafes friendly social enterprise team. The ideal candidate will have experience working in the hospitality sector in a customer facing role with the ability to work in a fast pace environment whilst delivering excellent service and advocating for mental health.

Working days are Sunday – Fridays, 7.30am – 4.30pm

## Responsibilities

- Welcoming and serving each customer with warmth, respect and kindness
- Building positive relationships with customers
- Preparing and serving hot and cold drinks such as coffee, tea, smoothies, milkshakes, and speciality beverages
- Where appropriate, asking customers if they know much about Head Room Café and Jami. If not sharing this information.
- Communicating with customers about the Head Room Café Community Programme and Jami services. Explaining how they can access these services
- Cleaning and sanitising work areas, utensils, and equipment
- Following all food safety and health safety requirements
- Daily fridge and food temperature checks
- Describing menu items and suggesting products to customers
- Serving customers and taking orders
- Liaising with our café manager for ordering
- Organising and keeping on top of stock levels
- Receiving and processing customer payments
- Opening and closing the cafe
- Keeping up to date with the Head Room Café Community Programme and Jami services
- Attending training related to food and drink
- Participating in regular training and development related to related to mental health

## Key relationships

- Café staff team
- Catering Manager
- Commercial Enterprise Manager
- Community Development Manager & Peer Support Lead

## Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Must hold a level 2 Food Safety and Hygiene Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 Food Safety and Hygiene Certificate</li> </ul>

## Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Passionate about customer service and the ability to communicate effectively with customers, service users, donors and colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Lived experience of mental health problems/ distress/ using mental health services.</li> <li>• Understanding of Jewish Kashrut laws would be beneficial</li> </ul>

- Able to work under pressure, individually and as part of a team with a flexible approach to meet the needs of the business and the community.
- Confident working in a standalone role. At times you may come in contact with service users or members of the community that are unwell or distressed.
- Experience gained in a Team leader/ Supervisor role
- Understanding of Allergens
- Ability to work unsupervised
- Comfortable with EPOS software
- Basic math skills
- Adaptable to change

### Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

### Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences. Please note applicants refusing to sign the form will not be progressed further.

### Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

### Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details please contact **Andrea Kalmar** on 020 8248 8472 or email [andrea.kalmar@jamiuk.org](mailto:andrea.kalmar@jamiuk.org)

To apply for the role, please send your CV and covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org). Closing date for applications **15<sup>th</sup> October 2021**.