

**Job Description**

**Post:** Skills Coach – Catering & Hospitality

Full-Time 35 hours/week

**Location:** AMH New Horizons Foyle

**Responsible to:** Service Manager

**Accountable to:** Head of Operations

**Role:** The overall purpose of the post is to support the recovery of individuals with mental ill health through the effective planning and delivery of Catering & Hospitality and personal development programmes which will meet their individual needs and prepare them for progression towards further education, training or employment.

The post holder will be required to provide accredited training in the following areas:

* Catering & Hospitality
* Personal Development

# Key Result Areas:

* Training Delivery, Assessment and Review
* Supporting Client Development
* Quality Assuring Service Delivery
* Health and Safety
* Personal Training, Development and Practice
* Operational Targets

**Key Result Area 1: Training Delivery, Assessment and Review**

* To deliver structured and comprehensive training that:
  + Meets the appropriate accredited standard
  + Adheres to Company Guidelines and Procedures
  + Is appropriate to the needs of individual clients.
* To provide regular assessment and review of the above programmes.

## Key Result Area 2: Supporting Client Development

* To facilitate the introduction of new clients to the service by taking an active role in initial visits and AMH’s induction and assessment programme
* To provide key worker support to all clients as identified via a key worker list.
* As part of the key worker role to undertake ongoing assessment and review of individual client needs and where appropriate attend external review meetings.
* As part of the client training and development process to:
* Ensure that action plans are drawn up that adequately reflect the individual client’s training needs
* Ensure that action plans are reviewed on a regular basis and that all action points are implemented by agreed dates
* Be proactive in implementing the AMH client exit strategy policy

**Key Result Area 3: Quality Assuring Service Delivery**

* To ensure that all client information is maintained and held in accordance with AMH policies and procedures
* To satisfy all contractual requirements as directed by stakeholders and funding bodies in relation to service delivery
  + To ensure adherence to the organisation’s policy on the Management and Handling of Client Complaints
* To ensure adherence to relevant organisational and legislative requirements.
* To support quality improvement systems including Investors in People, Charter Mark and ISO 9001 as appropriate.

**Key Result Area 4: Health & Safety**

* To ensure that all aspects of legislative and organisational Health & Safety standards and requirements are maintained
* To ensure that, where any risk has been identified in relation to new or existing clients, a full risk assessment is carried out and appropriate follow up action is taken.

**Key Result Area 5: Personal Training, Development and Practice**

* To take part in supervision, appraisal and training as identified through AMH’s Staff Learning and Development Processes
* To take personal responsibility for continuing personal and professional development and maintain a current continuing professional development portfolio.
* To adhere to AMH’s set of Core Values and Corporate Behaviours

**Key Result Area 6: Operational Targets**

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Support the realisation of annual operational targets in respect of:

* Client occupancy and attendance
* Training and development outcomes
* Positive outcomes for leavers
* Income generation, where appropriate

In addition to the above duties the post holder will be expected to be flexible in discharging these and any other additional tasks as may be reasonably assigned according to the changing priorities of the service and developing client needs.

 

This post is part funded by the European Social Fund and Department for Economy

**AMH PERSONNEL SPECIFICATION**

**SKILLS COACH – Catering & Hospitality Foyle**

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| **REF** | **AREA** | **ESSENTIAL** | **DESIRABLE** |
| **1** | **EDUCATION/ PROFESSIONAL QUALIFICATIONS** |  |  |
|  | Educated to RQF level 2 (including GCSE Maths and English grades A\*-C) or equivalent | **✓** |  |
|  | Recognised Level 3 qualification in Catering | **✓** |  |
|  | Certificate in Teaching or equivalent or willing to undertake | **✓** |  |
|  | D32/D33/A1/TAQA awards or equivalent |  | **✓** |
| **2** | **EXPERIENCE** |  |  |
|  | Occupationally competent to deliver QCF level 2 Catering/Hospitality | **✓** |  |
|  | Previous work experience in a mental health or other relevant setting |  | **✓** |
|  | Evidence of delivering vocational/accredited training in a group setting, i.e. OCN, NVQ or equivalent | **✓** |  |
| **3** | **COMPETENCIES** |  |  |
|  | Able to demonstrate good communication skills. | **✓** |  |
|  | Proven ability to effectively support and work as a member of a team | **✓** |  |
|  | Evidence of having undertaken client focused, needs based assessment, action planning and programme delivery |  | **✓** |
|  | Proven ability to deliver business results | **✓** |  |
|  | Strong commitment to quality assurance, continuous improvement and the delivery of best practice | **✓** |  |
|  | Able to demonstrate flexibility, self-motivation, confidence and ability to use initiative | **✓** |  |
|  | Good organisational skills | **✓** |  |
| **4** | **VALUES & BEHAVIOURS** |  |  |
| **\*** | Ability to demonstrate alignment with AMH’s core values and organisational behaviours | **✓** |  |
| **5** | **ADDITIONAL** |  |  |
|  | To undertake other additional duties as may be reasonably assigned according to the changing priorities of the Service and the needs of the client group | **✓** |  |
|  | The successful candidate will be required to undergo an Enhanced Disclosure check via the AccessNI Service before commencement of employment | **✓** |  |
| **6** | **SALARY SCALE** |  |  |
|  | Salary scale range D points 1 £21,000 to 5 £23,500 per annum (pro-rata). Candidates will normally be appointed at the start of the pay scale |  |  |
| **7** | **HOURS OF WORK** |  |  |
|  | 35 hours per week, Monday to Thursday 8.30 am to 4.30 pm and Friday 8.30 am to 3.15 pm. |  |  |
| **8** | **OTHER INFORMATION** |  |  |
|  | A mileage allowance is payable for the use of a private vehicle on company business. |  |  |

**\* A copy of AMH’s Core Values and Behaviours is attached for your information**