Job Description – Bistro Facilitator

Reports to:	Day Service Manager/ Day Service Co-ordinator
Hours:	Monday, Tuesday, Wednesday and Fridays 9am – 4pm (38 weeks per year)
Type:	Permanent
Salary:	£14.57 per hour
Location:	Monday, Tuesday and Wednesday – Renishaw Fridays – Nottingham

Ascend Day Service is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

About Ascend Day Services

Ascend Day Services is part of the Landmarks Specialist College Group. We provide high-quality support for young people and adults with learning disabilities and additional needs.

Our service offers a wide range of engaging activities designed to promote independence, life skills, social interaction, and enjoyment. Ascend operates across multiple sites, including Renishaw, Rotherham, Nottingham, and our farm in Apperknowle.

Flexibility is essential, as there may be occasions where you are required to work across different sites. Travel during the working day is reimbursed. There will be opportunities for overtime, particularly during the summer holidays when we deliver our Holiday Club programme.

Job Purpose:

Facilitators are responsible for planning and leading engaging activity sessions for service users, while providing guidance and direction to Support Workers during delivery. The role involves supporting learners both in group settings and on a one-to-one basis, ensuring everyone has the opportunity to participate in meaningful, enjoyable activities.

Facilitators play a key role in maintaining a safe, supportive environment where individuals are well supported. Through high-quality support, the role contributes to empowering people with additional needs to develop life skills, achieve personal goals, and lead fulfilling lives.

Main Responsibilities:

- Plan, prepare and deliver Bistro sessions on a regular basis, ensuring activities are engaging, purposeful and appropriate to the needs and abilities of service users.

Job Description – Bistro Facilitator

- Support service users to develop practical and vocational skills through Bistro activities, including food preparation, cooking, serving, customer service and maintaining a safe and welcoming environment.
- Ensure all food preparation and service activities are carried out safely and hygienically, in accordance with food safety legislation, organisational procedures and relevant food hygiene requirements, including consideration of allergies and dietary requirements.
- Support and develop community engagement opportunities through the Bistro, including coffee mornings, volunteering opportunities and activities involving local community members, ensuring visitors receive a welcoming and inclusive experience.
- Promote social interaction, independence, and active participation through supported engagement.
- Maintain accurate and up-to-date service user records, ensuring timely completion of all documentation.
- Complete registers for each session in line with procedures.
- Plan off-site activities responsibly, considering transport options, cost-effectiveness, and environmental impact.
- Work collaboratively with Support Workers to deliver a high-quality, person-centred service.
- Be flexible and willing to travel between Ascend Day Service sites at short notice where required.
- Provide guidance and support to Support Workers, including assisting with resolving issues and managing challenging behaviour.
- Prepare and organise resources required for sessions, including set-up and clear-down.
- Support individuals during meal and break times, encouraging healthy choices and safe eating practices.
- Ensure the safe arrival and departure of service users, maintaining awareness of their health, safety, and wellbeing at all times
- Provide personal care in line with individual needs, promoting dignity and independence
- Accurately record relevant information, including updating systems such as Databridge in line with organisational requirements, and completing communication books.
- Follow and adapt care and support plans to meet individual needs.
- Contribute to the development and review of individual support plans, including Personal Emergency Evacuation Plans (PEEPs).
- Act as a positive role model, demonstrating professionalism and best practice at all times
- Adhere to and promote Landmarks policies, procedures, vision, and values
- Administer medication safely in line with care plans and organisational policies.
- Undertake required training, including (but not limited to) Team Teach and medication administration

- Attend meetings, briefings, and other internal forums as required
- Carry out all duties in line with Equal Opportunities, Health & Safety, Safeguarding, and other organisational policies
- Be willing to provide cover as a Learning Support Assistant at any Landmarks site, where necessary, as a last-resort option.

This list of duties should not be regarded as exclusive or exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities.

Person specification:

The selection process will involve assessments being made on the extent to which applicants meet the criteria listed in the table below:

	Essential	Desirable
Qualifications	Level 2 Maths and English. Full UK driving license, with willingness to travel and use own vehicle.	Relevant, recent training and development; Team Teach training (willingness to work towards); Food Hygiene and Safety qualifications.
Experience	Experience of working with adults with learning difficulties and/or disabilities; Able to work as part of a team and communicate clearly; Able to understand and carry out instructions.	Working with people with behavioural needs. Experience working within a day service. Experience planning and facilitating activities or sessions to large groups.
Knowledge	Commitment to safeguarding, equality and diversity and health and safety at the day service. Understanding of the importance of maintaining confidentiality. Basic computer skills.	Behaviour management strategies. Food Safety and Food Hygiene knowledge.

Personal Attributes	Flexibility is essential, to enable Ascend to meet the needs of our service users. Resilient to daily changes at short notice. Willingness to deliver personal care.	Understanding of own abilities, limitations and when to seek support. Ability to work overtime outside of term time for 1-2 weeks during summer holidays.

In return we will offer:

- Westfield Health Scheme following a successful probation.
- Life cover following a successful probation.
- Standard life pension.

Ascend Day Service is committed to safeguarding and promoting the welfare of our learners and to ensure our learners are protected from abuse. Ascend is therefore exempt from the Rehabilitation of Offenders Act 1974.

All offers of employment will be subject to enhanced DBS checks, which it deems satisfactory (you will be viable for the cost of a DBS if you leave within your probationary period).

Where a post is eligible, a check against the barred lists will be undertaken. There are different types of regulated activities that employees will need to undertake as part of their role to qualify to be checked on the adult and child barred list.
It is an offence to apply for a role that involves regulated activity to children, if the applicant is barred from engaging in regulated activity relevant to children.

To find out what makes Ascend Day Services a remarkable place to work, visit our website www.ascenddayservices.co.uk and follow Ascend Day Services on Facebook for more information.

If you have any further queries or would like to arrange a discussion regarding the terms and conditions of employment at Landmarks please contact a member of HR – 01246 433788 or HR@landmarks.ac.uk.