



CAMPBILL HOLLYWOOD
SHOP & CAFE COORDINATOR

INFORMATION PACK



WELCOME

Our community is a group of dedicated people committed to the Camphill ethos of building community and lives together.

Camphill was founded in Aberdeen, Scotland in 1940 by Dr Karl König. Camphill communities recognise the value and potential of each individual human spirit. Today there are over 100 Camphill Communities worldwide, all inspired by the work of Dr König and the ideas of Anthroposophy and the teachings of Rudolf Steiner.

In Camphill Holywood we have three guiding principles, linked to the three Camphill pillars which are;

- meaningful self-development,
- enriching social community and
- sustainable economic fellowship.

Camphill Holywood promotes the practice of high quality care and support for individuals, education, work and living/housing opportunities for all community members. Community members include adults with learning disabilities and co-workers (volunteer and employed), trustees and friends.

Meaningful self-development: Individual growth & learning, the space and opportunity for each individual to develop their talents and learn new ones. For staff/co-workers this means examining the self, your practice, your routines and your perceptions and seeking to work to the best of your ability for the people we support in a meaningful way. For adults with learning disabilities this can mean engaging in activities that you would like, learning new skills and making choices in your life.

Enriching social community: This concerns togetherness and the social and cultural sides of life - how we eat together, communicate and celebrate together. Camphill communities seek to provide a safe environment of people within which those with learning disabilities can thrive. Showing respect and understanding for each other, experiencing joy and fun together in our community and in the local community of Holywood and Northern Ireland.

Sustainable economic fellowship: We want to use the resources of the community, the land and our environment in a way which is not wasteful and which helps to sustain us, the planet and others for future generations.



THE COMMUNITY

A quick guide to Camphill Community Hollywood



We provide residential care for adults with learning disabilities, autism and other disabilities. Co-workers live and work alongside adults in the houses, helping them to have fun, fulfilling lives and to achieve their potential. There are no cooks and cleaners, we all engage in the tasks that need to be done together through life-sharing and a family-style atmosphere.

RESIDENTIAL CARE

WORKSHOPS

We have a vegetarian, organic cafe, bakery and shop. Some of the adults who live in our houses work here as well as other adults with learning disabilities. We promote good food, healthy choices, seek to reduce our carbon footprint and benefit the environment. We provide a place to engage in meaningful work for the benefit of the community, contributing to a sense of responsibility and value.



COMMUNITY



In Camphill Hollywood a rich social and cultural life is important, it helps individuals socialise, interact and feel part of a wider network of people. We celebrate many festivals where community members can participate and foster a community of open-minded people, fun and acceptance.

WORKING WITH US



Guiding Vision

“If a person works for another person, they must find in the other the purpose for his own labours: and if someone has to work for a whole community, they have to sense and to experience the value, being and the meaning of it. This is only possible if the community is something other than a more or less defined sum of single people.

Such a community must be permeated by a true spirit in which every one of its members participates. In such a community, each person should say: ‘This community is right and I want it to be so.’

The community must have a spiritual mission, and every individual should have the urge to help so that the mission may be fulfilled.”

From: Anthroposophy and the Social Question by Rudolf Steiner

WORKING TOGETHER...

- We have **no dress code**, uniforms are provided in the workshops to keep your clothes clean!
- We all **eat and socialise together** (when we can), **meals are provided** and everyone is invited to join our many festivals
- **Everyone is equal** - we are all co-workers, whether employed or voluntary - co-workers (whether in management roles or popping into assist for a couple of hours a week) and residents are all valued and each person has an important role in the community
- We **love ideas** and are constantly trying to do things better
- We like to have **fun** and socialise together
- We are **child friendly** and are sensitive to the needs of individuals and families
- We'll celebrate your **birthday** and life events
- Holiday entitlement increases with years of service - we recognise dedication and hard work.



THE PEOPLE

Structure at a glance

MANAGEMENT COUNCIL

The Board of Trustees, has responsibility for governance of the community, ensuring people in the community are safeguarded and the community is sustainable.

RESIDENTS

Adults with learning disabilities that live and work in the community. They contribute to the community in the workshops and in the houses.

DAY ATTENDEES

Adults with learning and other disabilities that live elsewhere but join our community to work and contribute in different day opportunities settings

EMPLOYED & VOLUNTEER CO-WORKERS

Provide vital support for the community in the residential care home, the workshops or both settings. Some may live-in, some may not! Co-workers have various roles in the community - house coordinators, workshop coordinators, assistants, garden helpers, drivers etc.

GENERAL MANAGER

Supports the Board - strategic and governance side of the community, takes care of the finances, ensures statutory requirements upheld, develops the policies & procedures & promotes the community to stakeholders.

COMMUNITY MANAGER

Operational side of the community, ensures residents, employed and volunteer co-workers in the residential care and workshop settings are happy and supported, implements policies and procedures.





SHOP/CAFE COORDINATOR

ROLE & JOB DESCRIPTION

SALARY: £18,000 - £20,000
HOURS P/W: 40
CONTRACT: FT / PERMANENT

8 SHORE ROAD
HOLYWOOD
BT18 9HX

THE ROLE

We seek an enthusiastic, highly motivated person with excellent customer service and communication skills to coordinate our caf  front-of-house, serve meals and drinks and serve customers in our vegetarian, organic shop.

YOU'RE THE RIGHT PERSON FOR US IF....

- You're a people person with excellent customer service skills
- You are passionate about caf  culture and great customer experience
- You're highly motivated and thrive in a busy environment
- You want to be a part of an ethical caf  that seeks to improve our environmental impact
- You have good organisational skills, can multitask, prioritise and are able to respond to changes
- You are a team player who can work with and assist people to enhance their skills and abilities
- You don't mind helping others, can train and encourage people to do their best whilst having fun
- You are reliable and have a good work ethic.

THIS JOB IS FOR YOU IF...

- You've some experience in service and hospitality
- You are looking for a new challenge in a busy caf 
- You want to make a difference for people with learning disabilities
- You want to be paid a little more than the living wage rate
- You want a job with no evening shifts
- You want to work 5 days out of 7
- You'd like a permanent FT (40hr per week) contract with pension scheme
- You'd like an immediate start (or to start very soon!).

PERSONAL SKILLS

ADAPTABLE
GOOD COMMUNICATOR
RELIABLE
HARDWORKING
TEAM PLAYER / PEOPLE PERSON

PROFESSIONAL SKILLS

CUSTOMER SERVICE
CAFE / HOSPITALITY EXPERIENCE
RETAIL EXPERIENCE
LITERACY & NUMERACY

DUTIES AND RESPONSIBILITIES

Report to: Community Manager

Work with: Our vibrant and dedicated team of employed and volunteer co-workers, people with learning and other disabilities, young people.

- Stocking our shop, selling to and serving our customers
 - Cash handling, float management, till reconciliation
 - Creating a warm welcoming atmosphere for customers
 - Keeping a clean working environment that makes your co-workers and customers feel comfortable
 - Opening, setting up and closing the shop/cafe
 - Working with adult participants with learning disabilities assisting them to develop their skills and achieve their goals
 - Training others
 - Sharing your ideas, identifying opportunities to sell and highlight products by creating customer displays and advertising on our Facebook page
 - Keeping an eye on costs
 - Keeping wastage to a minimum by checking and rotating stock
 - Ensuring compliance with all food safety and hygiene standards, and general health and safety standards
 - Maintaining a clean and safe work area
 - Record keeping
 - Recognising and highlighting equipment maintenance and repair needs to ensure safe environment
 - Prioritise and delegate tasks in the café & shop to ensure quality products produced for customers and best customer service
 - Assisting with ordering
 - Understand and ensure that allergens are identified where required (training is provided)
 - Be willing to undergo any/all training required
 - Work towards vocational qualification if not already obtained
 - Other reasonable duties as required
 - Willing to learn more, work within and promote the Camphill ethos.
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READY TO APPLY?

FILL OUT AN APPLICATION FORM

Application forms can be downloaded from:

<https://www.camphillhollywood.co.uk/download-application-form>

if you cannot download the form, we can email it to you or post a paper copy to you, just let us know!

SOME PARTICULARS...

- For many roles in the community an Access NI check is required, this does not mean if you have a previous conviction you wont be considered so please do not let this put you off.
- For caring roles supporting adults we may require you to register with NISCC
- Training is provided for your role and we expect all co-workers to seek to continually improve practice
- Employed co-workers will have a job description that gives more details of the employed position, the criteria for the position and the hours and activities required. If you have not been provided with this, please ask us!

Thank you

WE HOPE YOU WILL JOIN OUR
COMMUNITY