



Role	Community Cafe Chef Mentor	Department	Catering and Conferencing
Reports to	Information and Performance Manager	Contract Type	Contracted Hourly

Job Summary

Our Community Café Chef Mentor will support the day-to-day running of the café, including preparing and serving food and drinks, providing excellent customer service, and maintaining a clean, safe, and organised environment. Alongside this, you will work closely with young trainees offering hands-on guidance and informal training as they learn practical café and life skills cumulating in a certificate of competence.

Key Responsibilities

Mentoring & Support	<ul style="list-style-type: none"> • Provide friendly, day-to-day mentoring and support in a welcoming café environment. • Build positive, trusting relationships that boost confidence and wellbeing. • Help individuals develop life skills, routine, and work readiness through supportive 1:1 and group sessions. • Focus on empowering individual who face challenges such as homelessness or social exclusion.
Programme Delivery & Administration	<ul style="list-style-type: none"> • Plan and schedule café activities and training programmes that support participant development. • Record outcomes, track progress, and gather feedback to monitor impact to support external funding. • Work collaboratively with colleagues and external partners to deliver joined-up, effective support. • Work with the Lead Chef to align menu and training requirements to daily service provision.
Environment	<ul style="list-style-type: none"> • Fostering the highest level of safe food handling practices, with knowledge of HACCP and COSHH. • Implement pre and post service preparation and cleaning processes throughout the café. • Ensure front of house area is stocked with clean and accessible cutlery and serving implements. • Ensure 'menu' board and table menus are up to date and collate to the planned meals from the chef.
Cafe Operations	<ul style="list-style-type: none"> • Support the daily running of the community café, helping to create a welcoming, inclusive space for all • Ensuring smooth operations and high standards of food hygiene, safety, and cleanliness. • Assist with menu planning, food preparation, and service delivery • Support community events, pop-ups, and catering activities as needed.
Departmental	<ul style="list-style-type: none"> • Lead and supervise residents and volunteers during service. • Provide overall support to the service provision from resident breakfasts, main service and events.
Teamwork & Collaboration	<ul style="list-style-type: none"> • Strong communication skills and the ability to build rapport with diverse groups. • Ability to mentoring individuals in community or support settings. • Motivate and encourage people with varying needs using a flexible, proactive team-player approach.
Working Pattern	<ul style="list-style-type: none"> • fully flexible to meet the needs of Catering and Hospitality service. • Hours include days, early evenings and weekends as and when required.

Education and Qualifications

- Level 3 Food Safety & Hygiene (minimum).
- Culinary Diploma or relevant certification in education.
- Knowledge of dietary, allergen and alternative menus.

Skills and Competencies

- Experience as a Chef / Teacher / Mentor in a catering setting.
- Strong cooking skills and knowledge of trends.
- Ability to work flexibly to the needs of the organisation.

Accountabilities

Communication & Relationships

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

Information Services

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

Training & Development

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

Policies & Strategies

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

Planning & Organisation

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

Safeguarding & Confidentiality

- Ensure effective safeguarding process are on place and adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

Conduct & Behaviour

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

Other Requirements

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.



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Here for communities
Here for you

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