

Employer: Ouseburn Farm

Vacancy: Community Support Assistant

Hours: Various

Salary: £11.44 per hour – Meets Min National Wage

Working pattern: Tuesday - Friday

Number of vacancies: 1

Overview:

Ouseburn Farm is seeking a dedicated and versatile Community Support Assistant to join our team. This role will help support the smooth running of the farm's various activities and events. The successful candidate will support workshops, events, and the daily operations of the farm, ensuring a welcoming and safe environment for all visitors and participants, including adults with additional needs, including learning disabilities.

Job Purpose:

1. To support a wide range of functions at Ouseburn Farm, from setting up and assisting in workshops to managing office tasks and ensuring the safeguarding of vulnerable individuals. This role requires flexibility, a positive attitude, and the ability to work well with diverse groups of people.
2. To work in accordance with the policies, practices and procedures as laid down by the Board of Ouseburn Farm Charity Limited and its parent organisation, Tyne Housing.

Key Responsibilities:

Workshops

- Assist in setting up workshops, ensuring all necessary materials and ingredients are sourced and prepared
- Support facilitators during workshops, especially those involving individuals with learning disabilities
- Help clean up and organise workshop spaces post session

Events

- Help arrange and set up furniture for events
- Assist in the coordination and implementation of event activities



- Ensure thorough cleanup and resetting of spaces after events

Administration

- Assist in organising and maintaining office paperwork and records
- Answer phones, take messages, and handle inquiries from visitors and stakeholders
- Provide general administrative support as needed

Visitor Interaction

- Greet and assist visitors, providing information and ensuring a positive experience
- Engage with stakeholders and provide necessary assistance

Site Maintenance

- Maintain the cleanliness and tidiness of the farm and office areas
- Assist with general maintenance tasks as needed

Health and Safety

- Adhere to all health and safety guidelines to ensure a safe environment for staff, volunteers, and visitors
- Report and address any potential hazards or incidents promptly

Safeguarding

- Ensure the safeguarding of individuals at risk by adhering to farm policies and procedures
- Report any concerns regarding the safety or wellbeing of participants to the appropriate supervisor

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!



- Strong interpersonal and communication skills
- Ability to work with adults with additional needs, including learning disabilities
- A commitment to own learning and development and ready to complete the training on offer
- Ability to work well as part of a small team
- Ability to demonstrate customer care and to be polite and courteous
- Able to follow instructions and health and safety guidelines
- Good communication skills
- Commitment to safeguarding and promoting the welfare of vulnerable individuals

