

# Mosaic Clubhouse

## Café and Garden Engagement Worker

### Job Pack



Mosaic

Clubhouse

## About us

Mosaic Clubhouse supports people in the London Borough of Lambeth who are living with severe and often enduring mental health issues, enabling them to regain the confidence and skills necessary to lead productive and satisfying lives. We offer a wide range of opportunities, access to education and employment, crisis support and information and signposting to other local organisations.

Mosaic's approach is built on the internationally recognised Clubhouse model of rehabilitation whereby staff and attendees work together to run the Clubhouse. This is a uniquely effective model of co-production, combining voluntary participation, peer support and the skill of our staff team to engage members. It allows individuals to identify their skills and talents and achieve their aspirations and embeds mutual respect between service users and support staff. We currently have 400 active members.

We create a nurturing environment where our members can find purpose and grow together while making use of their skills to foster a sense of purpose and progress. Together, we work towards building a brighter future for those on their journey to mental wellbeing. Our mission is to support the recovery of those facing mental health challenges by providing them with opportunities to work, learn, and contribute their talents within a community of mutual support.

Although Mosaic is part of an international network of Clubhouses, we are the only accredited Clubhouse currently operating in the UK.

We are looking for outstanding people from a diverse range of backgrounds to join our organisation and contribute to our work to create lasting change for those in Lambeth living with and recovering from mental health challenges. Read on to learn more about what we are looking for in this role.



*"Mosaic has helped me so much since I started. Whilst doing worthwhile activities and accumulating skills, I've grown in confidence, become more sociable and developed meaningful friendships. I can now see possibilities for the future." - Nicola, Mosaic member.*



## Role Summary

Mosaic Clubhouse is a special place in the heart of Brixton. As a charity we exist to help people with mental health issues in Lambeth fulfil individual and collective potential. We are unique in that Clubhouse members actively participate in decision-making and in all operational and administrative functions of the Clubhouse. Members help each other to thrive. You'll be part of the clubhouse community, working side by side with people who have mental health issues, as part of your typical working day.

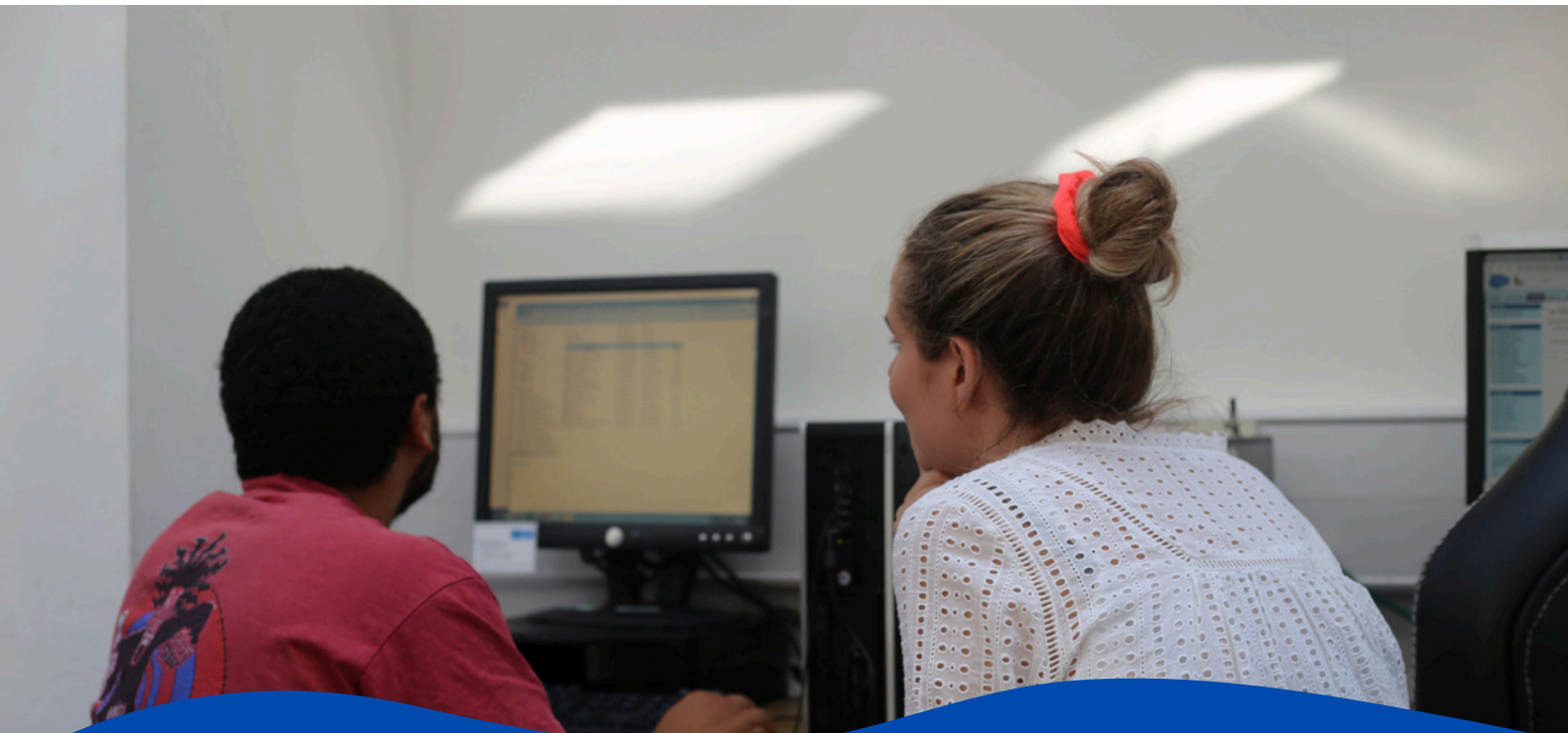
## Purpose of the Role

To work in the Café and Gardens Unit, cooking up to 50 meals a day preparing snacks and researching healthy meals. The role promotes member engagement, skill development, and recovery through meaningful work, following the internationally recognised Clubhouse Model.

**Salary: £31,358 per annum, full-time.**

**Location Mosaic Clubhouse, 65 Effra Road, London SW2 1BZ**

**Reporting to the Programme Manager**



*'Mosaic Clubhouse gave me structure day to day living under Covid lockdown. Being able to speak to my Engagement Worker helped me to be more hopeful for the future. Giving me time to reflect back to my illness and how to mitigate it in order to live a better fulfilling life.'*

Mosaic member



## Key Responsibilities

### Hospitality and Café Management

- Oversee members working in the unit
- Menu planning with members to create meals that healthy, budget-conscious, actively including the ideas and skills and preferences of members.
- Informing the Unit Coordinator of any stock need and developing good relationships with suppliers.
- Handle cash and financial procedures, including profit reinvestment.

### Kitchen Hygiene

- Ensure high standards of cleanliness, hygiene in the kitchen and identifying hazards throughout the day.
- Working with the wider Café and Garden Unit team, facilitate garden maintenance schedules and action days.
- Engage members in all aspects of the kitchen and the wider Café and Garden Unit.

*'I don't know where I'd currently be in life without Mosaic Clubhouse; it has helped me become independent and mentally stable'. Mosaic Member*





### Health & Safety

- Maintain food hygiene and kitchen safety standards.
- Conduct or coordinate training on Health & Safety compliance.
- Ensure all certifications and policies are up to date.

### Clubhouse Participation

- Actively engage in Clubhouse governance, events, and social activities.
- Support members in decision-making and integration.
- Committed to members' recovery.
- Able to organise and support people with a range of abilities.

### Income Generation & Enterprise

- Demonstrate an entrepreneurial approach by developing and testing income-generating ideas—such as catering offers, pop-up cafés, or coffee carts—in collaboration with the Unit Coordinator and members. Support members to gain skills and confidence through these initiatives.

*'Mosaic has helped me learn a lot, despite my disability. I am a renewed person that improves everyday thanks to Mosaic. The staff have been very helpful to me since I joined in all aspects of my life.'* Mosaic Member



## Person Specification

### Essential Experience & Qualifications

- Previous experience of working in café or restaurant environments
- Knowledge of basic accounting skills including cashing-up, general cash handling and balancing books.
- Knowledge of food hygiene practices

### Desirable

- Experience in a Clubhouse or similar participatory environment. Mental health setting side by side.
- Qualification in catering or hospitality management.
- Full drivers licence

### Skills & Attributes

- Excellent leadership and interpersonal skills.
- Strong communication and conflict resolution abilities.
- Recovery-focused with empathy and patience.
- Organised, self-motivated, and performance driven.
- Comfortable with flexible working, including evenings and holidays.
- Proven ability to plan organise effectively including weekly menu.
- High energy levels and positive disposition
- Demonstrate a commitment to a high standard of service.

*'I'm just really chuffed with my new laptop, it's going to open a lot of doors for me. It will really act as an engine for me to get on my feet, talk to family and stay connected. Also in looking for work, it will really help me to get a CV together.'* A member who got support from our Digital Inclusion project





## Summary of Terms and Conditions

Working Hours: Full-time (37.5 hours per week)

Annual Leave: 25 days (pro-rata), rising to 28 days after two years, plus bank holidays.

Supervision: Regular line management supervision provided.

Notice Period: One month on either side.

Pension: Participation in the Auto-Enrolled Pension Scheme, with 3% salary paid by Mosaic Clubhouse, 5% by employee.

Other Benefits: Free membership of Benenden Health, offering easy access to health care and discounts on gym membership, shopping and leisure activities.

*I used to say to say that I'm all alone, now I know that isn't true. I was born in South America and found true friends in London. In Mosaic Clubhouse I have always been welcomed with open arms.'*

Jorge, Mosaic member