



Enhancing and empowering the lives of persons with disabilities through specialized job training and community supports

DSP Barista Trainer

Job Summary

This role is a unique mix of fast-paced café skills and fulfilling relationship-building by way of paid training and employee development. Our Barista trainers bring essential skills to the supported employment environment of Whole Latte Love Café. In this role, the Barista will train people with disabilities (Trainees) to prepare and serve coffee drinks, among other skills. The Barista will receive training as a *Direct Service Professional (DSP)* to be qualified to work with WLLC Trainees, who desire to lead self-directed lives and become productive community members. The Barista Trainer role requires flexibility, creativity, and commitment in creating a positive learning environment with clear, specific, timely, and respectful coaching efforts.

The *DSP Barista Trainer* provides Trainees with direction and feedback by teaching and reinforcing habilitation concepts related to work in a customer service environment, including responsibility, attendance, task completion, problem-solving, social interaction, motor skill development, and safety awareness. The *DSP Barista Trainer* teaches coffee grinding techniques; oversees customer orders are properly filled; covers the cash register when needed; fields customer complaints or questions; and oversees proper cleaning of all coffee machines. This position also works cooperatively with other WLLC staff to help Trainees perform “front of the house” tasks including maintaining cleanliness of dining, coffee prep, and restrooms. All WLLC staff are expected to build trusting relationships with their colleagues, Trainees and their families, and referring agencies.

Vocational Habilitation Rule 5123:2-9-14

Responsibilities of the DSP Barista Trainer

A successful DSP Barista Trainer will perform the following job responsibilities:

- Demonstrates competence in preparing and serving various coffee drinks and teaching Trainees to prepare and serve drinks, as well as all menu items
- Oversees Trainee performance of essential functions related to café drink preparation and service
- Assists Trainees with understanding proper customer service skills, safety procedures, cleanliness of work areas, and expectations associated with community employment
- Establishes person-centered planning for Trainees through job accommodations, individual service plan (ISP) team collaborations, natural supports, and mentoring
- Accurately completes and submits state-mandated documentation forms and billing for services through our software system
- Follows state and SCBDD requirements for accurate reporting of Incidents (M/UIs)
- Completes Employment First Training (per Rule 5123:2-2-05) within first year of employment and renews required trainings annually
- Observes WLLC best practices and organizational standards as noted in the Employee Handbook
- Performs other tasks as assigned by the Supervisor

Important Qualities:

- Demonstrates practical and ethical reasoning in making independent judgments.
- Presents with a flexible and calm demeanor.
- Promotes a positive, team-based work environment.
- Demonstrates integrity, respect, cultural sensitivity, quality service, and excellent communication skills.
- Demonstrates sound judgment and strong time management skills.

Requirements:

- High School Diploma or GED
- 18 years of age or older
- Minimum one year of Barista experience
- First Aid and CPR certification
- Signed attestation that he/she has not been convicted of, pleaded guilty to, or been found eligible for intervention in lieu of conviction for a disqualifying offense.
- Ability to read, write, and understand English
- Ability to pass a controlled substance test
- Ability to pass a criminal (FBI / BCII) background check

OAC Rules 5123-2-08 and 5123-2-02

Our Culture:

Our program strives to promote the value of diversity, dignity and the quality of life for persons who are differently-abled. If you are looking to build more leadership and meaningful training skills, this role is for you!

Job Information:

Location: North Canton, Ohio
Job Status: Hours Vary, Non-Exempt, Part-Time Position
Pay Range: \$13.00 - \$15.00 per hour depending upon experience
Reports To: Director of Operations

I acknowledge that I have read and understand the above job description in its entirety and am capable of meeting/performing all stated requirements with or without accommodations.

SIGNATURE

DATE

Director of Operations

Date