

<b>Position:</b>	<b>Café All Rounder</b>
<b>Business Stream:</b>	Housing & Retirement Living
<b>Reports to:</b>	Village Manager
<b>Award/Agreement:</b>	Enterprise Agreement
<b>Grade/Level:</b>	Care Service Employee (Grade 2)

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

**YOUR ROLE** | **Café All Rounder**

This role supports all staff and the Café Manager by ensuring the café runs smoothly by assisting wherever required. As the Café All Rounder you will interact with people regularly, so a friendly positive attitude, and strong customer service skills are paramount.

**YOUR TEAM** | **Housing & Retirement Living**

Our team work together to provide secure, high quality accommodation with integrated services that empowers residents to live life their way.



**OUR SHARED VALUES**

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

**LOVE**

- You help connect me with other residents so that I can socialise and enjoy relationships.
- You are genuinely interested in me and how I'm doing.
- You make me feel special by treating me like a unique individual

**RESPECT**

- You enable me to live my life to the full, helping me to do so as safely as possible.
- You are respectful and make me feel important.
- You take the time to understand me and what's important to me.

**RELIABILITY**

- You are highly responsive to my needs.
- You take ownership and follow up. Your actions build trust.
- You are consistent and reliable. You deliver great service every time.

**EMPOWERMENT**

- You allow me to live the lifestyle I want to live.
- You help me maintain my independence, without all the responsibility of home maintenance.
- We live together in a community and keep an eye out for each other.

*Because we care*

# Position Description

## Key responsibilities

### Major Functional Responsibilities:

- Preparing and serving of food and drinks
- Taking orders.
- Operating a point-of-sale terminal and EFTPOS machine
- Cash handling.
- Café cleaning duties.
- Cleaning coffee machines and equipment.
- Refilling drink fridges and snacks.
- Maintaining service area to food safety standards.
- Support of the Café Team with a “can do” attitude.

### Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a workplace injury, participate, contribute and engage in Return to Work plans
- Role model appropriate “positive duty” behaviours with regard to Respect@Work

## Key requirements

### Essential qualifications and experience:

- Previous experience in creative, food preparation, presentation and coffee making.
- Cash handling and EFTPOS experience.
- Customer Service.

### Essential competencies:

- Flexible with availability
- Take initiative and be innovative with menu planning food preparation.
- Ability to work unsupervised and independently.
- Positive and passionate about delivering exceptional customer service.

### Desirable qualifications, competencies and experiences:

- Working knowledge and understanding of kitchen hygiene principals.
- Safe Food Handling Certificate.
- Current First aid certificate.
- Barista experience.

## Other important information

### Here are some other important items to take note of:

- This position description and your letter of offer outlines the terms and conditions of your employment
- You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
- It is a requirement of the role that you undergo a Police Background Check

*Because we care*