

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Restaurant Senior Wait Staff – Charcoal Lane
Status:	Permanent Part Time
Reports to:	Restaurant Manager
Position Purpose:	Ensure our guests enjoy their experience at Charcoal Lane through smooth service periods and knowledge of our unique food offering, whilst educating patrons about the program's history and aims. Assist in meeting (and exceeding) income and profit targets, whilst working in close collaboration with Program staff and Senior Management to achieve program outcomes for program clients.

Position Requirements

Key Result Area 1 - Procedural duties	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Ensure a high quality dining experience by all customers in line with policies and procedures 	<ul style="list-style-type: none"> Feedback from customers reflects the expected standard of service and repeat business is achieved through relationship building. Displays extensive knowledge of ingredients in all menu items and the style of each dish. Imparts this knowledge of combinations to the customer effectively Set up and pack down are completed to an excellent standard,



<ul style="list-style-type: none"> • Supervision of staff and trainees in both set up and packing down of the restaurant • Prepare restaurant floor for lunch and dinner service in line with operational time provided to the public • Communicate service standards throughout service periods • Constant liaison with kitchen staff to relay customer experience and feedback on meals • Any relevant or pertinent information must be conveyed to the restaurant manager for follow up, this includes but is not limited to, issues with staff or morale in general, customer issues, equipment issues, average spend and/or the general running of the business • Assist Restaurant Supervisor & Event Coordinator with events and catering by passing on information and as directed • Accountable for the cleanliness of Front of House (FOH), common areas, staff change room, back storage room and storage shelves through creation and maintaining of a cleaning schedule with daily, weekly and monthly tasks • Assist in receiving, storing and recording deliveries 	<p>as outline in service sequence. All closing and opening procedures are adhered too</p> <ul style="list-style-type: none"> • Tasks are completed within the required timeframe and to a high standard • Service standards maintained throughout every service • Kitchen is aware of progress of dining experience and all customer comments • Timely communication with management with information being presented in an appropriate format • Restaurant Supervisor & Event Coordinator is able to achieve high quality outcomes with support from Restaurant Supervisor and Training Coordinator • There is a high standard of cleanliness in all required areas achieved through the implementation of cleaning schedules • Accurate records are kept for all deliveries
---	--

Key Result Area 2 – Support the Training and Educational Outcomes of Trainees

Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assisting senior management in delivering on the job training and coaching for all trainees, including completing supervisor observations • Motivate and guide trainees and casual staff to demonstrate productive pre and post restaurant preparation and service delivery standards 	<ul style="list-style-type: none"> • Trainees are trained to the agreed standard in the restaurant and supervisor observation checklists are completed in a timely manner • Tasks are spread evenly amongst staff and trainees and completed within required timeframes

<ul style="list-style-type: none"> With the support of senior management liaise with training provider to ensure on the job training and supervision is in line with competencies that are being delivered 	<ul style="list-style-type: none"> Trainees are able to demonstrate all expected competencies to a high standard
Key Result Area 2 - Leadership and Operational Management	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Complete cash up when required and other closing procedures Accurate balancing of tills and takings sheet when required Efficient in taking bookings over the phone and proactive in confirmations Assist restaurant management in appraisals when required Consulting to management as required Provide feedback on FOH & BOH operations regularly through either written or verbal means 	<ul style="list-style-type: none"> Cash ups completed within required timeframe & closing procedures followed Task is completed to required standard Phone is answered within 3 rings and all bookings are confirmed Provide constructive feedback for staff appraisals Regularly report on any new or outstanding operational issues either informally or formally.

Purpose and Values

- Actively support Mission Australia's purpose and values
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.)
- To help ensure the health, safety and welfare of self and others working in the business
- Follow reasonable directions given by the company in relation to Work Health and Safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan

Recruitment information

Qualification, knowledge, skills and experience required to do the role

Experience and Qualifications

- IT skills – Ability to use Microsoft office programs
- Proven experience in a fine dining/casual fine dining restaurant
- A working knowledge of health and safety requirements
- Excellent coffee making skills
- Knowledge and/ or exposure to national and international wines
- Experience working with a cash register system


Competencies

1. **Food sales** – Extensive Knowledge of ingredients in all menu items and the style of each dish. Impart Knowledge of impact of combinations made by client effectively. Food service completed to an excellent standard, as outline in service sequence.
2. **Beverage Sales** – Provide exemplary service to clients in beverage service, providing well educated advice on the wine list and excellent wine service. Ability to match all beverages to food choices. Provide feedback to managers regarding the wine list from both a personal perspective as well as any client feedback.
3. **Increasing Sales** – Use selling skills and techniques to increase sales. Suggested selling of side orders; water; dessert and beverage undertaken. To use knowledge of low cost food items to increase food sale profit.
4. **Client relations** – Exemplary client relationships, reflecting the ultimate dining experience for clients, from phone contact through to leaving the restaurant at the end of the night. Ability to create return clientele and maintain relationship with regulars.
5. **Preparation and Maintenance of restaurant to the standard required** – Complete mis-en-place to a high standard at all times. Be constantly on the lookout for anything that needs to be attended to before and after service without prompting. Keep section clean and neat during service
6. **Team work and cooperation** – Communicate in a constructive and clear manner with colleagues, management and kitchen. Deal with issues of concern in a professional and positive manner, discussing possible solutions, highlights and any problems in an effective and useful way. At all times display respect and courtesy to fellow employees. Adhere to communications standard documents as minimum standard of behaviour (as outlined in front of house manual)
7. **Respond to managers' directives** – As outlined in communications standards, undertake any duty asked of you by supervisor or management as soon as practical. To not engage in questioning of managers' or Senior chefs' decisions, or make decisions of managerial level without express approval of manager. To be fully aware of the responsibilities and duties of the restaurant manager and respect their position within the organization.
8. **Personal professional knowledge and professional manner** – seek professional development in areas of need from management and personally through own membership of associations; discussions of dining experience etc. Participate in any in house training and apply new knowledge in performing duties. At all times act in an appropriate and professional manner when dealing with customers and colleagues

Background

In 2009 Mission Australia launched the Charcoal Lane social enterprise restaurant in Gertrude Street Fitzroy, heralding a commitment to reconciliation with Aboriginal Australia and a chance to innovate service practice through an alternative training and employment model. Social enterprises represent a unique community service response to long-term unemployment by building training and employment outcomes into their commercial operations.

Through Charcoal Lane, Mission Australia seeks to tackle labour force exclusion for Aboriginal young people by offering supported pathways (traineeships and apprenticeships) in a vibrant and culturally relevant hospitality environment. The goal is to progress each individuals' employability within the commercial restaurant and catering business, so that over time, they can make a successful transition to open employment.



Charcoal Lane is a program delivered in partnership with the Victorian Aboriginal Health Service. The restaurant setting at Charcoal Lane is designed to acknowledge Aboriginal community connections to the site and area. The heritage listed building was home to the Victorian Aboriginal Health Service from 1979 to 1993. As one of the most iconic Aboriginal controlled organisations to come out of Fitzroy, Charcoal lane sits on a culturally significant site for Aboriginal Victorians.

Approval

Manager name Troy Crellin

Approval date