

Volunteer Role Description

Role Title:	Café Assistant
Ref No:	5 (a)
Status:	Part Time
Location:	Across Portfolio and Programs
Branch:	Various
Reports to:	Program Coordinator / Team Leader
Date:	27/10/16

Role Purpose

Volunteer Café Assistants assist with providing a valuable café service and point of social connection for our customers, staff and community.

Duties and Responsibilities

- At all times display a high standard customer service approach to the role
- Responsible for taking customer food and drink orders
- Serve all food from the counter using correct tools and presentation techniques
- Where required assist with the collection of money from customers and ensure all money is placed in the register
- Where required provide assistance in the kitchen with the dishes and food preparation
- Clear up dishes and rubbish from the tables
- Make coffee / tea and light meals using specialist equipment provided.
- Ensure all areas of the café are maintained in a clean and orderly fashion
- Keep service counters and tables clean and fully stocked. At the end of each shift put away and sanitise the front service work area.
- At the end of each shift ensure all food is correctly stored and area cleaned and sanitised to ensure no risk of food contamination
- Provide a social connection opportunity for customers
- Project a professional image to all customers ensuring appropriate hygiene and grooming and adhering to the dress code

Work Health & Safety (WHS)

- WHS knowledge and skills suitable for the position.
- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any hazards, accidents or near misses.
- Must complete safe food handling training

Cultural Fit

- Work within a team environment in accordance with AnglicareSA values

Requirement for the Role

- Good interpersonal and communication skills
- Patience, empathy and the willingness to help people
- Relate well with people from a variety of different cultural and socio-economic backgrounds
- Willingness to work autonomously and as a member of a team
- Ability to work with empathy, compassion and in a non judgemental and respectful manner
- A sense of humour that will not offend others or put them down
- Ability to use initiative and work within boundaries, procedures and guidelines
- A welcoming and friendly manner
- Be suitability fit to comply with the physical requirements of the position

Standard Role Requirements (all volunteers)

- Contact your supervisor to advise if you are unable to attend on your rostered day.
- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of volunteering, Code of Conduct, Standards of Practice & Behaviour, Confidentiality and No Harassment policies and other Human Resources, Work Health & Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Undergo a satisfactory criminal history assessment, to be physically and mentally capable and report to undertake voluntary tasks in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Maintain confidentiality in line with AnglicareSA policies.
- Attend a volunteer induction and orientation session.
- Participate in on-the-job training.
- Wear a volunteer name tag and sign in and out each day whilst working at AnglicareSA.
- Attend meetings and training connected to the area you work in.
- Wear the personal protective equipment provided for your role at all times whilst working.

☐ **National Police History Check**☐ **DCSI Child-Related Employment Screening**

ANGLICARE VISION

Justice, respect and fullness of life for all.

ANGLICARE PURPOSE

AnglicareSA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life
- Responding to needs and issues in ways which enhance and protect dignity and integrity
- Promoting social justice

ANGLICARE VALUES

- **Integrity**
We act honestly and ethically and ensure accountability to those we serve and work with.
- **Compassion**
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to, enable those in the most difficult circumstances to flourish.
- **Servant Leadership**
We place the needs of other first to enable them to grow. We empower, accept responsibility and understand our role is to enable, encourage and support.

ACCEPTANCE/AUTHORISATION

Volunteer Name: Date

Volunteer Signature:

Name of Supervisor / Manager:

Signature of Supervisor / Manager:

Date: