

POSITION DESCRIPTION

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| Position Title: | Café Assistant |
| Business Unit: | Business Enterprises |
| Business Division: | Community & Pathways |
| Reports To: | Site Supervisor/Department Manager |
| Classification: | genU Business Enterprises Agreement. Level 1 |
| Date Prepared/Updated: | November 2022 |

The genU way

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

OUR VALUES



Business Unit Overview

genU Business Enterprises provides supports in employment for people living with a disability. It's a social enterprise, committed to providing a supportive work environment while operating to the highest commercial standards.

The variety of contracts that genU is involved with enables employees to develop a wide range of workplace skills and experience while interacting with the wider community

Position Purpose

The purpose of the Café Assistant is to ensure the site and staff are working efficiently to deliver a high quality café and food services and the A Cafe Assistant will have a passion for food and beverages and be driven to offer exceptional customer service. They must also be committed to maintaining a safe work environment at all times.

A genU Cafe Assistant will support employees with varying abilities to reach their full potential

Key Accountabilities of Role

- Offer guidance to supported employees enabling them to be productive members of the team
- Provide a warm and welcoming environment with outstanding customer service to all internal and external stakeholders
- Perform a range of duties including coffee/tea making, waiting tables, clearing tables, washing dishes, serving customers, operating cash register, EFTPOS machine and cash handling
- Ability to work autonomously with integrity and efficiency
- Ensure that the team is familiar with the current menus and the kitchen team requirements during the daily service
- Assist the cafe to meet all food safety guidelines, cleanliness and expectations
- Assist the site in ensuring that products and services are delivered in accordance with customer requests/needs
- Liaise with clients at the site including the provision of information, receiving maintenance requests and other customer interactions as may be required
- Implement continuous improvement recommendations as directed by the Supervisor
- Bring a mature and friendly outlook and the ability to remain calm under pressure
- Demonstrate reliability, punctuality and professionalism in all work related tasks
- Provide accurate and timely completion of tasks and ability to meet business needs as required
- Assist the business by performing other tasks as directed by the Supervisor
- Immediately report any faults equipment or safety risks
- Compliance with all relevant genU policies, procedures and work instructions
- Work within OH&S guidelines required to maintain a safe working environment
- Participate in genU staff meetings, training and development programs as required
- Other reasonable tasks as directed from time to time (genU will engage in a discussion with you regarding any alternate tasks you may be asked to undertake).

Key Working Relationships:

Internal:

- Business Enterprises Managers
- Business Enterprises Staff
- Supported Employees
- genU staff

External:

- Members of the public
- External stakeholders
- Suppliers

Member of:

- Community & Pathways

Key Selection Criteria & Qualifications:

Qualification:

- Certificate and/or relevant experience in hospitality in a similar role

Essential:

- Food preparation as well as café making skills

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| | <ul style="list-style-type: none"> • Knowledge of safe food practices including safe food handling • Ability to follow instructions • Efficient worker who can work well in a busy environment • Ability to communicate with people across a broad range of backgrounds and abilities in a friendly and approachable manner • Good time management and organisational skills • You may be required to work at different sites as the business requires • NDIS Screening Workers Check • NDIS Worker Orientation Module Certificate of Completion <p>Desirable:</p> <ul style="list-style-type: none"> • Food Handling Certificate • Current First aid • Previous event management experience, including functions and catering |
| Cultural Fit: | <p>In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours.</p> <p>genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.</p> |
| General Information: | <p>Employment terms and conditions are provided according to relevant award/agreement.</p> <p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.</p> <p>It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p> <p>genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.</p> <p>genU is proud to be a child safe organisation with the genU “Keeping Children Safe” policy and adherence to the national child safe standards.</p> |