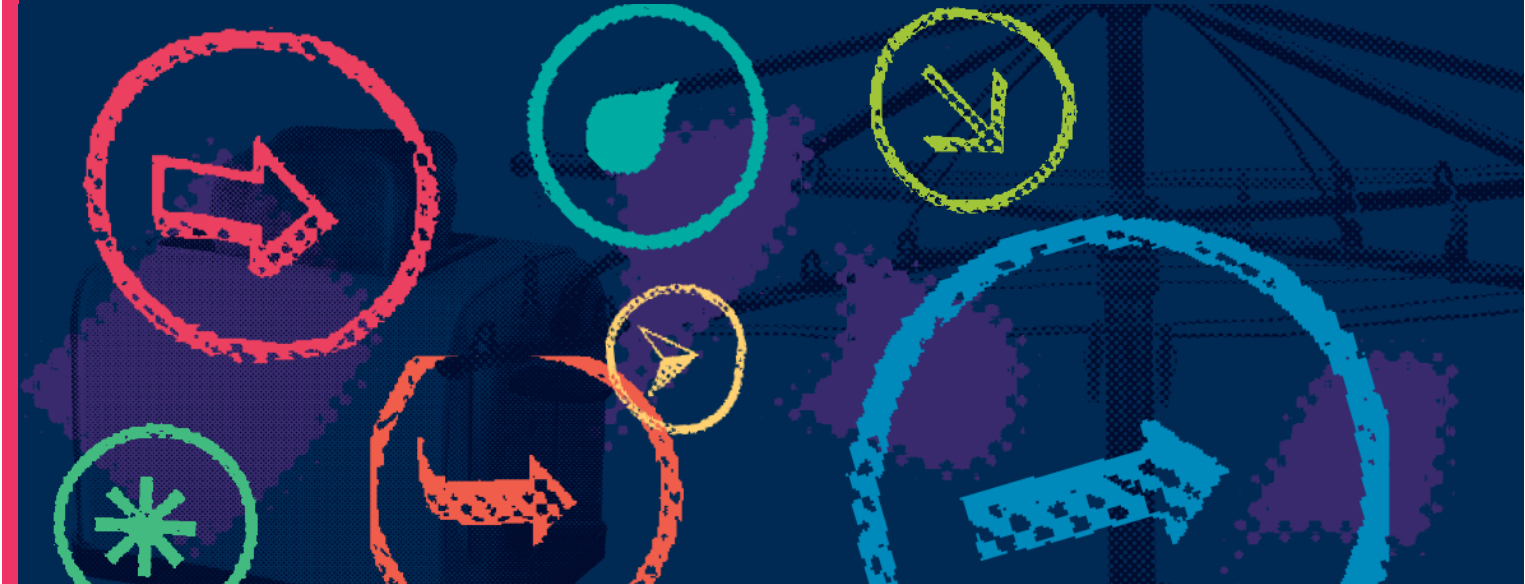


Food and Beverage Attendant

Social Enterprise/Community Connections



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Position Overview

Position Title

Food And Beverage Attendant

Team

Community Connections / Social Enterprise

Reports to

Café Managers

Line Manages

Trainees and Volunteers

Employment Status

Part time

Hours of Work (per week)

10

Classification/Award

Level/Grade 4, Restaurant Award 2020

Talkin

Café Manager

Based at

West End/ South Brisbane

Backup when absent?

Café Staff

Community Connections Hope Street Social Enterprise

The Hope Street Café is a not-for-profit social enterprise connecting the community with people who have been excluded from the workforce, in defence of local food production and a diverse, inclusive local neighbourhood.

We provide opportunities for people facing barriers to employment to learn new skills and gain hands-on experience in the hospitality industry. We also collaborate with local training providers, cafes, and restaurants to build supported pathways to employment and a sustainable livelihood.

Community is important to us, so we combine ongoing support, like practical work readiness skilling and training for participants, with events, exhibitions, art, and music. We work on the premise of creating a seasonal menu using local and sustainable products. We aim to work closely with local co-ops and suppliers to bring you wholesome, lovingly created meals.

Position Description

As a Food and Beverage Attendant you will...

work as part of the Hope Street Cafe team to provide excellent customer service and create a welcoming and memorable café environment. You will be responsible for day-to-day café and bar operations and ensuring high quality service and products. You will work with the Social Enterprise team to develop the social enterprise into a successful local community resource. The Food and Beverage Attendant will work in a café front of house/ customer service role which requires engagement with a diverse community.

Interactions and Relationships

External

- Retailers and Suppliers
- Customers
- Community Members
- Volunteers

Internal

- Hope Street Café employees and trainees
- Organisational Services
- Other Micah Projects Teams

Partnerships

- None required

Key Responsibilities

- All aspects of day-to-day service and operations of the café including opening, set up, and end-of-day duties such as cash handling, sales reporting, banking, and closing procedures.
- Process, prepare and serve food and beverage orders following approved procedures.
- Provide advice on food and beverage according to customer expectations and enterprise standards.
- Maintain cleanliness of food preparation areas, benches and equipment, clean glasses, dishes, and other café equipment.
- Stock and replenish supplies as needed.
- Lead, mentor, and supervise trainees and community volunteers to create a smooth and harmonious café atmosphere and customer experience.
- Attend and actively participate in activities such as meetings, training, and staff development.
- Keeping accurate and up-to-date participation and trainee notes. Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Key Challenges

Key Challenges of the role includes....

- Working with individuals who have unskilled behaviours supporting their learning in a café/social enterprise environment.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone Pool Vehicle Packaged Vehicle

Essential

- Basic food preparation, food hygiene handling skills.
- Current Responsible Service of Alcohol certification.
- Strong customer service skills & ability to interact with internal and external customers.
- High standard in grooming, presentation, attitude, and work ethics. Experience working in hospitality service industry including high level Barista skills, good working knowledge of till systems and cash handling.
- Good written and verbal communication skills
- Experience working with or supervising apprentices, trainees, and/or volunteers.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- Experience working with diverse or vulnerable groups of people.
- Food and beverage knowledge/ interest. A conscientious, flexible and 'can do' working style.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.

All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____

Document History

Version Number 03

Original Date July 2016

Revised Date November 2023