



# 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.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

<b>Position Title</b>	<b>Team</b>
Food And Beverage Attendant	Community Connections / Social Enterprise
<b>Reports to</b>	<b>Line Manages</b>
Café Managers	Trainees and Volunteers
<b>Classification/Award</b>	<b>Talkin</b>
Level/Grade 4, Restaurant Award 2020	Café Manager
<b>Based at</b>	<b>Backup when absent?</b>
West End/ South Brisbane	Café Staff
<b>Community Connections Hope Street Social Enterprise</b>	
<p>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.</p> <p>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.</p> <p>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.</p>	

# 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	Internal	Partnerships
<ul style="list-style-type: none"><li>▪ Retailers and Suppliers</li><li>▪ Customers</li><li>▪ Community Members</li><li>▪ Volunteers</li></ul>	<ul style="list-style-type: none"><li>▪ Hope Street Café employees and trainees</li><li>▪ Organisational Services</li><li>▪ Other Micah Projects Teams</li></ul>	<ul style="list-style-type: none"><li>▪ None required</li></ul>

## Key Responsibilities

### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- 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 and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.

- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

#### **Collaborative practice**

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

#### **Professional practice**

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.

## **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

<b>Criminal History Screening</b>	<input checked="" type="checkbox"/> National Police Certificate <input type="checkbox"/> Yellow Card	<input type="checkbox"/> Blue Card <input type="checkbox"/> APHRA Registration		
<b>Driver's License</b>	<input type="checkbox"/> Essential	<input checked="" type="checkbox"/> Desirable		
<b>Travel</b>	<input type="checkbox"/> Essential	<input checked="" type="checkbox"/> Desirable		
<b>Assets Provided</b>	<input checked="" type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone	<input type="checkbox"/> Pool Vehicle	<input type="checkbox"/> 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** \_\_\_\_\_