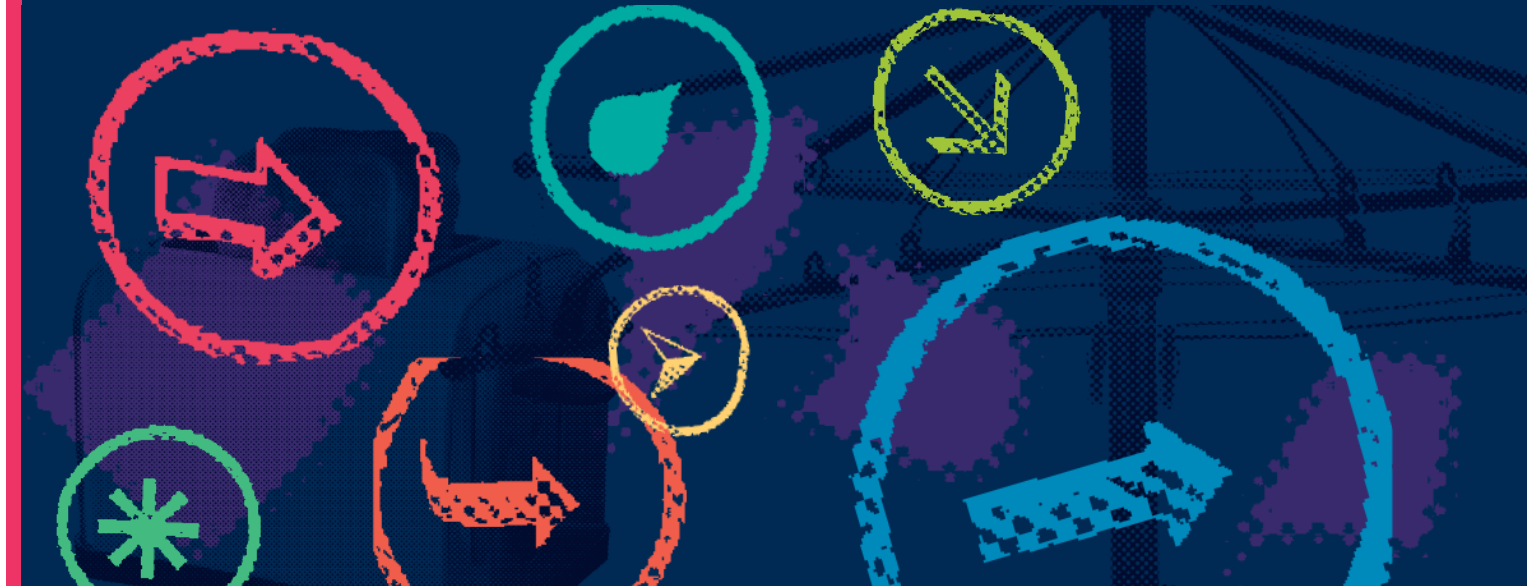




Chef/Cook

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 in appropriate 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

Position Title

Chef/Cook

Team

Social enterprise/ Hope Street

Reports to

Café Manager

Line Manages

Skilling Queenslanders for Work Trainees,
Volunteers

Classification/Award

Level 6, Restaurant award 2020

Talkin

Café Manager

Based at

South Brisbane and West End

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 Chef/Cook you will...

work as part of the Hope Street Cafe team and will be responsible for the menus, for the preparation and cooking of food. You will work with the Social Enterprise team to develop the Hope Street social enterprise into a successful local community venue. As a Hope Street team member, you will cook and support the café manager to supervise volunteers and Skilling Queenslanders for Work trainees in the safe and correct use of equipment and customer service.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Community members/customers
- Volunteers
- Retailers and Suppliers

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Hope Street Café staff and trainees
- Organisational Services
- Other Micah Teams

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- All aspects of day-to-day cookery and kitchen operations of the café kitchen and, (if required) catering kitchen, including set up and closing procedures.
- Work with your team in creating a smooth and harmonious café atmosphere.
- Ensure consistently excellent customer experience.
- Mentor and supervise Skilling Queenslanders for Work trainees and community volunteers.
- Commitment to child and vulnerable adult safeguarding.
- 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.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate ☐ Blue Card
☐ Yellow Card ☐ APHRA Registration

Driver's License

- ☐ Essential ☒ Desirable

Travel

Not applicable

Assets Provided

- ☐ Work Computer ☐ Work Phone ☐ Pool Vehicle ☐ Packaged Vehicle

Essential

- Certificate III in commercial cookery or higher, or the equivalent industry experience.
- A minimum of three years' experience working in café and or restaurant environment.
- 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.
- Barista/ Front of House experience.
- Strong people management skills, and proven experience of managing apprentices/ trainees effectively.
- 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.
- 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.
- All employees are to have valid working rights in Australia.
- 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.
- 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** _____