



POSITION DESCRIPTION

Benetook Farm Café Worker

Division: Benetook Farm

Reporting to: Café Supervisor and Farm Management

Employment: Casual – Weekend Work

Remuneration Package Range: \$as per relevant award based on qualifications and experience.

Primary Objectives

The Organisation:

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 40 years. Our core services are to provide supports in-home, assistance with accessing the community, capacity building day programs and providing award winning accommodation for a short or long-term basis.

The Role:

This position is responsible for the seamless running of the History Café at Benetook Farm, in the most efficient and effective manner. Delivering the highest possible standards of service. The Café Worker has a hands-on role in the delivery of food and drinks and all aspects of serving customers in the Café, including setting up and clearing up.

Position Purpose:

The Café Worker will work at the farm café coving all aspects, including welcoming and serving farm visitors and participants, monitoring café stock levels, cleaning and maintenance of equipment. The Café Worker will also assist with relief duties including break cover, annual leave and emergency cover when required.

Key Selection Criteria

1. At least 12 months Barista Experience.
2. An ability to implement impeccable service standards.
3. Happy and cheerful disposition, sense of humour.
4. Strong attention to detail.
5. Self-motivated and desire to strive for excellence.
6. Approaches the role with energy and enthusiasm.
7. Highly organised and punctual
8. Displays professional behaviour and integrity.



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	9. Excellent communication skills. 10. Excellent money handling skills, counting. 11. Values reflecting not for profit services and our community. 12. A self-motivated working style with high level of organisational and time management skills. 13. An ability to uphold organisational values and a commitment to building a positive team spirit. 14. Demonstrated ability to work well under pressure.
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Specific Accountabilities	<u>Responsibilities & Duties</u> • Weekend café operations and service delivery (Café opens 9am, closes at 4pm). • Provide customers with efficient, friendly, superior service on a consistent basis. • Pro-active in solving customer problems and satisfying customers in various situations. • Fosters a positive environment, which provides consistent, efficient and friendly service for customers, and exceeds customer expectations. • Able to perform all POS duties (cash register operation), front and back of house, including opening and closing procedures, coordinating with the Café Supervisor as necessary. • Serving food (pre-packaged biscuits/slices/cakes) and hot food • Operation and cleaning of coffee machine. • Operation and cleaning of soft serve ice cream machine. • Operation of Blender, microwave, thermometer and pie warmer. • Cleaning utensils and equipment used in service delivery. • Cleaning of bench, tables, chairs, seating and tables in tram. • Sweeping and mopping floors, emptying bins. • Restocking items for next day (cups, sugars, drinks etc). • Bikes to be collected and returned to storage shed at end of day. • Run the mini golf & scooter/helmet equipment hire. • Organise weekend birthday information – including birthday board signage and allocating party entry wristbands. • Refilling chicken feed cups. • Collect farm entry fees, distribute entry wristbands for booked party guests upon arrival.
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- Assisting visitors with queries.
- Undertake training where required.
- Protects the health, safety and wellbeing of cafe guests and colleagues.
- Ensures all health regulations are met by implementing and enforcing strict food safety practices.
- Promotes and practices safe work habits, identifying and resolving (when able to) and reporting potential safety hazards.
- Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment (report to Farm Management).
- Ensure customer requests and feedback (both verbal and written) are provided to Farm Management promptly and efficiently.
- Maintains a clean, well-merchandised Café.
- Ensure all equipment is properly maintained and serviced according to schedule.
- Maintains a positive relationship with all colleagues.

Other Relevant Information

- The position is located at Benetook Farm Café – History Cafe.
- Position hours are casual (weekends and leave cover). May be working independently or as part of a shared roster.
- Must support fundraising and community events organised by SRS.
- All employees are required to undertake training as deemed by the CEO to be appropriate to their position, responsibilities and needs.
- All offers of appointment are subject to a six-month probationary period.
- A working understanding of relevant state and federal disability legislation and disability policies of the current state government is desirable.
- Remuneration is according to individual contract with salary packaging available.

Performance Assessment

- The position incumbent will undergo a six monthly performance assessment.
- The role detailed in this document.



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Conditions of Employment

Qualification/Experience

- At least 12 months Barista Experience.
- Barista Training Qualification desired.
- Food Handling Certificate/qualification.
- Experience in use of POS registers desired

Employment Conditions

The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.

- **Probationary Period** - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.
- **Victorian Working with Children Check** – All appointments are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.
- **NDIS Worker Screening Clearance** (if engaging in a Risk Assessed Role) – NDIS Worker Screening clearance includes Police Record Check,
- **Police Record Check** – ONLY if NDIS Worker Screening Check is not needed for the role.
- **Current Driver's License,**
- **Two (2) Professional References,**
- **First Aid Certificate,**
- **Notification of COVID 19 vaccination status,**
- **Occupational Health & Safety** – To adhere to SRS OH&S policies, procedures and guidelines at all times.
- **Smoke free environment** – All SRS sites/properties are a smoke free environment. If you smoke you must organise unpaid breaks and adhere to the SRS policy.
- **Qualifications** - The successful applicant will be required to substantiate formal qualifications.
- **Remuneration** - is according to an Individual Contract with Salary Packaging included.
- **Training** - All employees are required to undertake training as deemed by Managers that is appropriate to their position, responsibilities and needs,



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	• Fundraising – Fundraising is an integral function at SRS. All staff are required to assist and be actively involved in volunteer events and functions and lead by example at all times,
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