

Position Description

Café Team Member

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| Reporting to | Café Supervisor |
| Accountable to | Volunteer Program Coordinator (Volunteers), CEO (Volunteers, Work for the Dole & Student Placements) |
| Day/Time | As negotiated |
| Location | 23 Lennox Street Richmond |
| Date issued | May 2015 |

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

The Café is a new addition to North Richmond Community Health. The café will be opened 10am to 2pm Monday to Friday. Working hours are 9.30am to 2.30pm, includes setting up and pack down of The Café. However the hours may change in the future. This position will be responsible for day-to-day operation of the café. Assisting the Café Supervisor, opening and closing of The Café and providing a warm and welcoming service to the community.

Key Responsibilities

- Prepare and Serve food and beverages to customers
- Assist in the maintenance of a clean and hygienic workplace at all times
- Assist in the set up and pack down of the café
- Provide quality customer service to all customers
- Attending training when it is relevant to this volunteer position
- Maintain effective communication with all customers, employees and other team members
- Attend allocated shifts
- Be punctual and reliable
- Complete other tasks as directed by Café Supervisor

Key Selection Criteria

- Excellent Communication skills
- Ability to work as part of a team
- Good Initiative
- Able to attend orientation session

Desirable

- Previous experience in customer service/hospitality
- Food handling certificate
- Barista Experience

****Trainee Handbook to be read in conjunction with this Position Description****

Responsibilities and conditions of volunteering

All volunteers of North Richmond Community Health are required to follow specific common conditions as outlined in the NRCHL Policy and Procedures Manual.

Other Conditions:

All volunteers of North Richmond Community Health Ltd are required to follow common conditions:

- Volunteers will attend the Program during hours as agreed. Due to the resources required for training, it is preferable that prospective volunteers commit to The Café – NRCH at least one shift per week, for a period of three months or more.
- In the case of inability to attend a rostered session, the Volunteer will undertake to contact the Café Supervisor as soon as possible.
- Volunteers are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to the Cafe Supervisor or Volunteer Program Coordinator. Volunteers must behave in a manner that fosters safe working practices.
- The successful applicant may be required to perform other duties as directed, in accordance with training, skills and experience.
- NRCHL provides a smoke-free environment, including within vehicles.
- All position descriptions are open to periodic review by Management in consultation with volunteer staff concerned.

For additional conditions which cover all staff of the Organisation please refer to the NRCHL Policy and Procedures Manual in particular the Volunteer Coordination Program Policy and Code of Conduct.

Further Information

For enquiries relating to this position, contact:

Selma Sali | Volunteer Program Coordinator | 9418 9893 | selmas@nrch.com.au