

COMMUNITY TRANSPORT SERVICES TASMANIA

POSITION DESCRIPTION

Café Assistant

Overview

Business Area	Business Services
Department	Café Connect
Position Classification	Restaurant Industry Award 2020
Number of direct reports	Nil
Immediate Manager	Café Supervisor
Manager-one-removed	Chief Financial Officer

About CTST

At CTST, our vision and purpose are to provide affordable services to support people to live well and connect with their community, we want to ensure that everyone has access to the community services we provide.

The needs and experience of each individual is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

Role purpose

The Café Assistant works with a degree of independence and autonomy operating under the general direction and supervision of the Café Supervisor.

The Café Assistant role involves basic food and beverage preparation and the provision of prompt, efficient and effective service delivery. The Café Assistant positively promotes the café both internally and externally and builds positive relationships with customers, CTST workers and CTST consumers.

Café Connect is a social enterprise and the Café Assistant plays a key role in the promotion of CTST's services.



Legislative Knowledge and Understanding

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| <ul style="list-style-type: none">○ Fair Work Act 2009○ Aged Care Act 2024○ Aged Care Quality and Safety Commission Act 2024○ Aged Care Quality Standards○ Privacy Act 1998○ Personal Information Protection Act 2004○ Anti-Discrimination Act 1998○ National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024 | <ul style="list-style-type: none">○ Workers Rehabilitation and Compensation Act Tasmania 1988○ Workplace Health and Safety Act Regulations 2011○ Poisons Regulations 2018○ Relevant Industrial Awards and Agreements○ Public Transport Operator Accreditation Regulations |
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Role Accountabilities

Leadership

- Promote values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness and flexibility in all dealings

Technical

- Create a welcoming environment and provide exceptional levels of customer service and support to café patrons, providers, employees and internal customers
- Respond positively to customer and driver feedback and escalate any matters as required
- Service of hot and cold drinks, preparation of café style snacks in line with food safety standards and regulations
- Maintain the highest standards of hygiene and cleanliness of the work environment and equipment in accordance with organisational and Public Health standards
- Demonstrate accuracy when handling cash and processing EFTPOS transactions
- Complete open and closes of café in accordance with established Café Connect procedures
- Support the daily operations of the café and maximise opportunities during quieter trading periods
- Efficiently receive catering orders and undertake timely preparation in line with customer requests
- Restock café supplies and manage food in line with date coding requirements and temperature controls
- Safe operation of all café equipment
- Actively make recommendations in relation to menu options and promotional activities to the Café Supervisor and work together in relation to opportunities

Health, Safety & Wellbeing

- Adhere to all CTST health, safety and wellbeing policies and procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing



Role Accountabilities continued....

Financial

- Ensure company all Company assets are treated with care and utilised for the intended purpose

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation and other essential quality standards
- Ensure that the highest standards of privacy and confidentiality are maintained at all times

Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Demonstrated high level interpersonal and customer service skills with experience in the hospitality industry
- Demonstrated experience as a barista with a passion for excellence in coffee making
- Demonstrated ability to prioritise, coordinate and organise diverse work effectively
- Knowledge of till operation and cash handling
- Food Hygiene knowledge and understanding and application of food safety practices

DESIRABLE

- Certificate I in Hospitality

Licences/Other Requirements

- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act
- Must hold a current driver's licence
- Must hold a current registration to work with vulnerable people
- Must be an Australian Resident or hold an Australian Working VISA
- Intrastate travel will be required

