



Position Description – Barista/ Caffee Allrounder

Position Title:	Barista/ Caffee Allrounder	Reports To:	Café Chef Manager
Supervising:	n/a	Liases With:	Employees, residents, and visitors
Employment Instrument:	Mayflower Health and Aged Care Employee Enterprise Agreement 2021		
Classification:	WSG1		

Our Vision:	Care without Compromise								
Our Mission:	<i>“Mayflower with staff works as one to enhance quality of life choices in all aspects of care delivery”</i>								
Our Values:	<table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">Compassion</td> <td>We care for those in need with empathy and understanding</td> </tr> <tr> <td>Excellence</td> <td>We strive for quality and distinction</td> </tr> <tr> <td>Integrity</td> <td>We are honest, ethical and sincere</td> </tr> <tr> <td>Respect</td> <td>We recognise the value, uniqueness and dignity of every</td> </tr> </table>	Compassion	We care for those in need with empathy and understanding	Excellence	We strive for quality and distinction	Integrity	We are honest, ethical and sincere	Respect	We recognise the value, uniqueness and dignity of every
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Position Purpose:	The Barista/Allrounder’s key responsibilities include creating various drinks, providing general food service, maintaining a hygienic and presentable workspace and café area, taking orders and payment and delivering excellent customer service
Qualifications checks and licences:	<p>Mandatory</p> <ul style="list-style-type: none"> • Valid Polic Check • Full COVID vaccination • Food handling certificate <p>Desirable</p> <ul style="list-style-type: none"> • Barista Qualification (desirable) • Responsible Serving of Alcohol accreditation
Key Selection Criteria	
Essential	
<ul style="list-style-type: none"> • Technical Skills: Proficiency in coffee machine operation, coffee making techniques, and latte art. • Soft Skills: Strong customer service, communication, and multitasking abilities. • Knowledge: Understanding of coffee beans, roasting blends, and beverage recipes. 	
Desirable	
<ul style="list-style-type: none"> • Studies in mental health and dementia • Extensive experience in managing a multi-disciplined team in social/community services or health services • Understanding of issues related to OH&S, infection control, manual handling and hazard identification. 	

Key Accountabilities	
Quality Service	<ul style="list-style-type: none"> • Coffee Preparation: Making a variety of coffee beverages such as lattes, cappuccinos, espressos, flat whites, and long blacks, often using specialized techniques.



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	<ul style="list-style-type: none"> • Machine Maintenance: Operating, cleaning, and maintaining espresso machines, grinders, and other equipment. • Customer Service: Greeting customers, taking orders, and managing payments using POS systems. • Service Area Care: Maintaining a clean and organized bar service area and café. • Stock Management: Monitoring inventory, restocking supplies, and preparing food items like snacks or pastries. • Quality Control: Selecting and grinding coffee, adjusting grinders, and maintaining consistent product standards
Communication	<ul style="list-style-type: none"> • Excellent customer service and interpersonal skills with the ability to build rapport.
Compliance	<ul style="list-style-type: none"> • Undertake duties in accordance with food handling regulations
Skills and competencies	<ul style="list-style-type: none"> • Keep up to date with industry best practice. • Participate in meetings and in-service training sessions.
Work Health Safety	<ul style="list-style-type: none"> • Comply with the OHS Act 2004 • Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with Mayflower to meet OHS obligations. • Always use equipment as designed

Key Performance Indicators
<ul style="list-style-type: none"> • Customer Service focus at all times • Consistent delivery of food and beverage at a high standard • Workstation and customer areas maintained presentable and hygienic at all times

I have read, understood, and accept the above position description.

Employee Name:		Signature:		Date:	
Manager Name:		Signature:		Date:	

Copy to Employee Copy to Personnel File Completed By: (Initials) Date: / /