



Café Supervisor

Job Information Pack

This information package includes:

- Employment conditions
- Position Description
- Selection criteria
- Application and recruitment process

Employment Conditions

Employment basis: Permanent

Hours: Full-Time – 38 hours per week

Remuneration: \$55k – \$60k

Commencement: October/November 2018

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Kings Cross since 1964 and Bondi since 1971.

Today, under the banner of love over hate, Wayside Chapel creates a community where there is no 'us and them' by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome just to 'be'.

Wayside Chapel draws people out of social isolation and invites them into the healing place of community. People marginalised by homelessness, mental health issues and substance abuse can turn to Wayside for compassion, tolerance and support.

Our community services centres in Bondi and Kings Cross, outreach service, mental health program, community cafe and Aboriginal project are all designed to ensure the most

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David Hurley AS DSC (Ret'd)
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disadvantaged members of our community have access to essential health, welfare, social and recreational services.

Our community development program reaches out to the wider community to ensure that The Wayside Chapel is a place for people from all walks of life.

Vision: Love over hate

Mission: Creating community with no 'us and them'

Values:

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

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Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

About the Heart Café Team

The Wayside Heart Café is part of an ambitious and innovative pilot social enterprise venture launching in September 2018. The Heart Café will provide an opportunity for paid traineeships to youth at risk over a 12-month period. Throughout this time, they will receive the necessary personal and technical skills to develop and flourish so that by the end of the program they will be able to excel in further education or employment, while offering high-quality culinary offerings to the community at Bondi Beach.

As a pilot project it is anticipated the model will be continuously refined and improved over the initial 12 to 18-months so that it can be scaled and rolled out to a larger cohort and beyond a hospitality training environment.

Café Operating Hours:

Monday to Sunday: 7am – 3pm

Position Description

Position Purpose

The Café Supervisor will be an advocate for exceptional customer service and product knowledge as well as a champion safe work practices.

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Position Summary

The Cafe Supervisor is responsible for leading all Heart Cafe team members in the efficient operation of Wayside's Heart Cafe. The Cafe Supervisor is responsible for managing the day-to-day cafe operations, maintaining high cafe standards and conditions, and fostering a positive and welcoming environment in the Heart Café.

Key Accountabilities & Responsibilities

Leadership

- Drive and maintain the Wayside culture and brand throughout the Cafe by communicating effectively and developing positive work relationships with all team members.
- Motivate staff to perform to the best of their ability and lead Café staff to establish and deliver exceptional food and service standards and product knowledge.

People Management

- Collaborate with the Heart Café Manager to identify workforce planning, and learning and development needs for Heart Café staff.
- Collaborate with the Heart Café Manager to ensure that all Café team members are supported to do their jobs through adequate learning and development opportunities.
- Maintain a work-life balance by practicing appropriate self-care on an individual, team and organization-wide basis.
- Promote the objectives of Wayside's Wingspan Project and Supported Employment Programs by working alongside young staff, with sensitivity to the barriers they face to open employment and celebrating contribution to the community.

General

- Create and maintain a positive and welcoming environment in the Heart Café on a daily basis.
- Lead service staff in communicating daily menu selection.
- Oversee the Heart Café's daily operations including setup and clean down of service areas and all kitchen sections and delegations of tasks to team members.
- Oversee cash handling responsibilities, including management of the POS system and associated reporting requirements.

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- Assist in overseeing all service staff during service periods and the delegation of duties to all team members.

Customer Relations

- Ensure that all customer service standards are maintained at an agreed standard.
- Manage complaints and feedback in accordance with Wayside policy and procedure.
- Assist the Heart Café team in developing and implementing customer service best practices and customer satisfaction as directed.

Other

- Any other duties as directed by the Heart Café Manager.
- Undertake training as required and directed.

Workplace Health & Safety

- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers;
- Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

Key Internal/External Contacts and Purpose

Internal

- Heart Café Manager
- Head Chef
- Sous Chef
- Barista
- Pathways Manager

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External

- Customers
- Suppliers and contractors

Note: This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Café Supervisor can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

Selection Criteria

Applications must address each essential selection criteria individually. Applications which do not individually address each selection criteria will not be considered.

Essential

- At least three years' experience in the hospitality industry and minimum two years in a similar role.
- Demonstrated ability to deliver customer service at a high standard.
- Outstanding oral communication skills and the ability to engage warmly with people at all levels.
- Experience managing staff in high pressure environments.
- Demonstrated commitment to collaborative work practices.
- Demonstrated ability to manage competing priorities through effective time management and prioritisation skills.

Desirable

- Not for profit sector experience (staff or volunteers).
- First Aid certification.

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Application & Recruitment Process

- Applicants should provide a copy of their resume and a covering letter by **Tuesday 2nd October**.
- Applications should be submitted via Wayside Chapel's applicant portal link in the job advert.
- **Applications which do not address each and every selection criterion in their cover letter will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants should provide two (2) work related referees with their application, including their current line manager.
- A selection panel of three (3) people will be convened. All applications will be assessed by this panel against the essential and desirable criteria based on their resume and cover letter. Applicants who are successful at this stage will be offered an interview with the selection panel. First round interviews will be scheduled from Thursday 4th October.
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- A short-list of successful applicants will be created. Referees will be checked at this time to substantiate information provided by successful applicants.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.
- Unsuccessful interviewees will be contacted personally and informed of the outcome of their application.

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