



Café Coordinator

Job Information Pack

This information package includes:

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

Employment Conditions

Employment basis: Permanent

Hours: Part-Time – minimum 3 days per week

Café Hours: Monday to Sunday 8am – 9:30pm (*must be available Friday, Saturday and Sunday evenings*)

Remuneration: Australian Restaurant Industry Award 2010

Commencement: March 2019

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.

PATRON:
His Excellency General The Honourable
David Hurley AS DSC (Ret'd)
Governor of NSW

Pastor/CEO:
Jon Owen

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ABN : 88 125 771 587
ABN: 77 406 918 553 (Donations)

EMAIL: mail@thewaysidechapel.com

waysidechapel.org.au

Wayside Chapel Kings Cross:
29 Hughes Street Kings Cross NSW 2011
Wayside Chapel Bondi Beach:
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PO Box 66 Potts Point NSW 1335



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 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.

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

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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 Wayside Café

The Wayside cafés are a welcoming, thriving and lively point of entry to Wayside and have been serving meals and offering a safe place for people to either spend time, interact or just 'be' since 1966. The Wayside Cafe offers a broad range of meals that reflect the diverse personalities of our cooks and the varied palates of our customers. All our cooks make meals that may express their own culinary points of view, but consistently our food is delicious, wholesome and fun. Wayside's vision of 'Love over Hate' is embodied in our food, lovingly prepared and served with engaged and friendly faces. Our mission to Create Community with No 'Us and Them', is active in every act of service.

Both Wayside Cafés are central to The Wayside Chapel's community-building objectives and its delivery of services which meet the needs of people in the eastern Sydney area. All people are welcome to patronise Wayside's cafés and enjoy low-cost and nutritious food.

Wayside's Café program is continually working to:

- Provide variety and quality in the menu.
- Coordinate a volunteer workforce to offer warm customer service.
- Advance visitor and volunteer pathways.
- Stimulate conversation about food culture.

Wayside Café Operating Hours:

| | | |
|-------------|------------------|------------|
| Kings Cross | Monday to Sunday | 9am – 9pm |
| Bondi | Monday to Friday | 10am – 2pm |

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Position Description

Position Summary

The Café Coordinator will run the daily operations of the Café program to create a dynamic environment where staff, volunteers and visitors feel welcome and supported. Your role would be to manage a team of volunteers to provide great customer service to the Wayside community. You will also be in charge of preparing the meals that are healthy and delicious to serve in the cafes. The Café Coordinator will also ensure the maintenance of equipment and ingredient inventor, that food is balanced, attractive and well-displayed. The Café Coordinator will also maintain standards of food safety, workplace safety and provide ongoing training to volunteers in these areas.

Key Accountabilities & Responsibilities

General:

- Prepares food that is healthy, delicious and attractive;
- Assess daily ingredient donations and create meals that appeal to broad tastes of staff, volunteers and visitors;
- Maintains a food display that is attractive, well-labelled and preserves the quality of the food;
- Ensures that volunteers are knowledgeable about the food on the menu and can communicate with customers about ingredients and preparation;
- Maintains and monitors inventory, rotates ingredients and prepared foods, orders foodstuffs and other supplies as required;
- Ensures café and kitchen equipment is clean, well maintained and in good repair;
- Communicates with all Café team members to ensure consistency in customer service, menu and special initiatives;
- Maintains food safety standards and cleanliness in kitchen, cafe and dining areas; Trains volunteers to do the same; and
- Maintains office administration, invoices, café records and daily takings.

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Planning and Service Delivery:

- Collaborates with Café Team and Culinary Manager to develop and implement a café service where all people feel welcome and enjoy high quality hospitality and food at low-cost prices;
- Collects data relating to service provision and café use; and
- Participates in team meetings, menu reviews and other strategic planning for the Café program.

People Management:

- Works alongside the Café Volunteer Coordinator to deliver on-the-job orientation and training to volunteers and assistants to offer warm hospitality, maintain consistent café service and prepare high quality meals;
- Assist in the development of visitor, assistant and volunteer pathways, as directed;
- Promote the objectives of Wayside's Supported Employment Program by walking alongside Wayside supported staff with sensitivity to the barriers they face to open employment and celebrating contribution to community;
- Maintain a positive work-life balance by practicing and modelling appropriate self-care on an individual, team and organisation-wide basis.

Workplace Health & Safety:

- Foster cooperative & consultative relationships; actively promotes health and safety, and takes reasonably practicable steps to control risks, ensuring a safe workplace for our people, contractors, customers and visitors;
- Comply with legislation and all Wayside WHS policies and procedures and instructions, reporting any hazards or safety issues to line management and performing all tasks in a manner that guards against risk to self and others within the workplace.

Other:

- Actively participates in training, learning and development;
- Actively participates in organisational planning;
- Supports Wayside Programs outside of the Café as directed by the Culinary Manager; and
- Undertakes all other duties and activities as directed by the Culinary Manager.

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Key Performance Indicators

- The Café offers a minimum of three healthy meal options all day, every day. Healthy means high in fruits and vegetables and low in sugar and saturated fats;
- Volunteers and staff greet customers with a smile, serve food expeditiously, and handle complaints with patience and understanding;
- Volunteers enabled to confidently describe the meals to customers and answer reasonable questions about food preparation and ingredients;
- Volunteers follow correct procedure in case of an incident;
- Volunteers work according to accepted Food Handling Safety guidelines;
- Café atmosphere is welcoming, vibrant and professional;
- Documentation and record keeping, including, but not limited to, ordering, accounts and administration are up to date;
- Collaborates with Café team members to resolve issues around the day to day operations of the Café;
- Café staff offer each other support, constructive criticism, and compliments on a daily basis with the goal of maintaining amazing food and hospitality;
- All equipment is clean, serviced and is good working order. All ingredients are used efficiently; and
- Inventory is so well managed that staff rarely need to go to the shops during a shift.

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 Coordinator can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document. The Café Coordinator should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

Selection Criteria

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

Essential

- Experience in big batch cooking ;
- Great organizational skills
- Strong communication skills and capacity to engage with people from different backgrounds;

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- Desire to work collaboratively, creatively and independently to solve problems;
- Ability to create a fun work environment with a diverse group of people, be they staff, volunteers or visitors;
- Ability to work well in an ever-changing environment including interruptions and ever-changing priorities;
- Demonstrated ability to manage risk and ensure a safe working environment; and
- Willingness to work within the Wayside Chapel ethos, support its values and advance its mission.

Desirable

- Experience in roles of leadership or people management;
- Knowledge of nutrition and/or dietetics; and
- Exposure to, or experience working with individuals with mental illness.

Application and Recruitment Process

- Applicants are being review as received. Please apply right away.
- 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.
- 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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