



Wayside Café Manager

Job Information Pack

This information package includes:

- Employment conditions
- Position description
- Selection criteria
- Application process

Employment Conditions

Employment basis: Full-Time, permanent

Hours: 38 hours per week (flexible work-hours)

Remuneration: \$85-95K plus super and salary packaging benefits

Commencement: November – December 2021

About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

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.

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Pastor/CEO:
Jon Owen

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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 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.

Position Description

Reports to	Head of Social Enterprise
Direct Reports	Wayside Café staff, volunteers, and Trainees
Location	Kings Cross, with some work at our Bondi site

About the Wayside Cafes

The Wayside Café mission is to create a place of safety, belonging, and human connection, where people can come together and enjoy delicious, healthy food in the company of others and where social services can meet visitors in their own community.

The two Wayside Cafes are in Kings Cross and Bondi Beach and provide low-cost meals and beverages in a relaxed and friendly environment. Our cafes are the liveliest part of Wayside, with people from all walks of life coming together for a meal, a coffee or simply to spend time together in a safe place. Cafe meals are not free,

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but they are very affordable, with items ranging from 20c to \$4. This is consistent with the greater Wayside mentality of a hand up rather than a handout and provides our visitors with the dignity of choice.

About the team

The Wayside Café are run by a dedicated team of staff, volunteers, and trainees from our youth employment program, Wingspan. The team are united in their passion for providing quality food and service to the community, and for creating an environment of non-judgement, sharing and human connection.

About the Wingspan Project and the social enterprises

Wingspan refers to Wayside's youth employment pathway, which is empowered by its social enterprises. Wingspan operates a three-step model which provides wrap around support to youth-at-risk; trains and employs them in the social enterprises, and then transitions them into mainstream employment. Wayside has three social enterprises included in this model, the Heart Cafe in Bondi, and the Op Shops and the Wayside Cafes.

About the role

The Wayside Café Manager is responsible for the daily operations of the café as well as for achieving its social impact goals. On the operational side, the Wayside Café Manager ensures the delivery of a high standard of service and customer experience each day. While on the social impact side the Wayside Café Manager is responsible for fostering an environment and overseeing events and activities that draw people into the cafes and which facilitate community and connection between people. The manager also supervises the training and progression of the Wingspan Trainees.

The Wayside Cafes are often called the 'heart' of Wayside because of its unique position at the intersection between multiple areas within the organisation. The café facilitates connection between visitors, social service staff, and the broader community. In this way the Wayside Café Manager also plays a pivotal role in the broader goals and mission of the Wayside Chapel. As such The Wayside Café Manager works closely and collaboratively with the managers of the other social enterprise, as well as with the Wingspan team and the Visitor Services team.

About the Candidate

To be successful in the role you must be a strong leader with the ability to manage complex challenges in the workplace, whilst also being compassionate and understanding of the unique value of each individual in your team. You are an adaptable and innovative person, with strong communication skills and the ability to listen actively and to offer critical feedback. You role model professional behaviours and have a positive, authentic, inclusive personality which you bring to work with you every day. You are hardworking and have high standards in work. You have the openness to work in a diverse, dynamic and changing environments and the ability to maturely navigate workplace challenges.

You will be passionate and creative in how you lead staffing teams and how you create environments that facilitate human connection and a sense of community.

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Key Accountabilities & Responsibilities

Strategic planning

- Work with the Head of Social Enterprise on the development and implementation of vision and mission of the Wayside Cafes
- Collaborate with other social enterprise managers and the Head of Social Enterprise to continually improve the café service, to increase the social impact, and to develop the employment pathway within the cafes

Leadership

- Lead the delivery of a high quality and meaningful experience for all customers
- Lead staff, volunteers, and Wingspan Trainees in understanding the Wayside Café vision and ensure all are aligned with and working towards the objectives
- Lead a staffing culture of respect, openness, creativity, dedication, and celebration
- Role model a can-do attitude and foster collaboration and a positive connection with other departments of Wayside
- Lead staff, volunteers and Wingspan Trainees in understanding the needs, challenges, and their part in the success of a Work Integrated Social Enterprise
- Ensure the café operations support the training and professional development of all staff and Wingspan Trainees
- Lead the development of an exemplary workplace culture characterized by respect, dedication, professionalism, inclusion, community, kindness, celebration, creativity and fun
- Lead staff, volunteers, and Wingspan Trainees in managing the balance between multiple responsibilities of the Wayside Cafes – towards visitors, volunteers, social services team, the employment pathway, and the broader community.
- Role model the values and behaviours of Wayside, and lead an understanding of and adherence to the policies and procedures of the organization

People management (staff, Wingspan trainees, and volunteers)

- Management and rostering of all staff, volunteer and Wingspan Trainees
- Regular performance management of all staff to ensure motivation, autonomy, alignment, and morale are sustained
- Motivate staff, volunteers and Trainees to perform to the best of their abilities and ensure all are properly supported, and have adequate learning and development opportunities
- Lead the development of team goals to ensure staff are aligned and motivated on the Wayside Cafe vision, and that of the wider social enterprise group
- Provide strong support and guidance to staff in navigating daily challenges
- Work with the Head of Social Enterprise and the People and Culture team to maintain up to date position descriptions, develop capability frameworks and training plans, and ensure staff have clarity on their roles and responsibilities
- Together with Head of Social Enterprise and the People and Culture team, coordinate recruitment of staff when needed

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Operations

- Management of café records
- Management of café budgets and daily takings
- Liaison with suppliers and donors; maintain existing donor partnerships and build new partnerships
- Develop opportunities for growth in food services
- Oversee Wayside Café event catering, i.e. Christmas Day party, Easter, Community Lunches etc.

Employment pathway and volunteers

- Lead the development and effective delivery of the employment pathway in the Wayside Cafes
- Oversee and track the professional development of each Wingspan Trainee
- With support from the Volunteer Coordinator, manage the induction, training, support, and performance of the volunteers in the cafes
- Report to Head of Social Enterprise on the social impact of the Wayside Cafes

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
- Ensure health and hygiene standards and food service accreditation are maintained according to NSW Health Guidelines

Key performance indicators

- Level of engagement with café services by visitors and the broader Wayside community
- Achievement of set social impact goals
- Effective management, training and professional development of staff, and Wingspan Trainees
- Effective management of Wayside Café budget

Selection criteria

Essential

- 2yrs or more supervisory experience in the hospitality industry
- Strong management skills, and ability to motivate and inspire teams
- Strong leadership skills, and ability to implement vision and strategies
- Ability to creatively design a café environment where the Wayside vision can come to life
- Ability to manage budgets and to creatively respond to changes in service or needs
- Exceptional communication skills, and the ability to engage warmly with employees, customers and visitors at all levels and from diverse backgrounds
- Demonstrated experience in hands-on management in a fast-paced work environment
- Demonstrated experience in identifying skills gaps and delivering effective on the job training
- Demonstrated ability to manage competing priorities through effective time management
- Ability to achieve outcomes against organisational KPI's &/or targets

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Desirable

- Experience or understanding of social enterprises
- Experience with at-risk populations and understanding of related issues, both practical and systemic, including juvenile justice, Aboriginal and Torres Strait Islander, CALD, trauma, homelessness and mental health
- Knowledge of and ability to apply trauma informed principles, and to utilize strength based approaches in training

Additional Information

- All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.
- 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 Wayside Café Manager 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 Wayside Café Manager should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills

Application Process

Applicants should apply via the application link in the job ad. They should include a copy of their resume and a cover letter that addresses how your skills and experience meet the selection criteria.

Applications close on **3 December 2021**, but **please note that applications will be assessed as they are received, and the role will be filled as soon as the right candidate is found.**

Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview

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