

# Position Description

## Café Manager | Kaiwhakahaere Kāmuri

|                       |                                         |
|-----------------------|-----------------------------------------|
| <b>Reports to</b>     | Peer Manager, Odyssey Community Café    |
| <b>Accountable to</b> | Operations Manager (for café operation) |
| <b>Service/Team</b>   | Odyssey Community Cafe                  |

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

### Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

### Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

## Odyssey Community Café

The Odyssey Community Café is a newly established peer-led community service, operating Tuesdays to Saturdays, where people can drop in for coffee, connection, and support in a safe, inclusive space. Trained kaimahi (employees) are available to provide intentional peer support for mental health and addiction-related distress, offering peer-led conversations, safety planning, navigation, and warm handovers to other services when needed.

Grounded in lived experience, Te Ao Māori and relational practice, the Odyssey Community Café aims to create a calm alternative to clinical environments where people are listened to without judgement and supported to regain stability. By complementing local health and social services through early intervention and strong community relationships, the Odyssey Community Café seeks to provide appropriate support, help reduce stigma, and strengthen wellbeing.

## Position Purpose

- Be responsible for the effective operation of Odyssey's Community Café. This involves:
  - Supporting the creation of a welcoming, respectful, inclusive cafe space for kaimahi, tāngata whai ora, customers and other café visitors.
  - Managing all aspects of the café operation, including ordering/stock control, food and beverage preparation and sale, staff training and oversight.
  - Providing quality food and beverages to customers.
  - Building a positive reputation for the café within the local community.

## Key Areas of Responsibility

| Area of Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Performance Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Café Services</b> <ul style="list-style-type: none"> <li>• Support the creation and maintenance of a friendly, respectful and inclusive environment that contributes to a welcoming café space where people can seek support without judgement.</li> <li>• Set up all processes for the café and manage the day-to-day café operation. This includes:               <ul style="list-style-type: none"> <li>○ Creating an affordable cabinet menu of food and beverages that are attractive, well-presented and support revenue generation.</li> <li>○ Ordering and maintaining adequate stocks/supplies.</li> <li>○ Overseeing the training of café services delivered by other team members.</li> <li>○ Selling food and beverages to customers.</li> <li>○ Managing café expenditure in line with agreed budgets.</li> <li>○ Maintaining high levels of security with regards to stock and point of sale activity.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Line manager/Operations Manager are satisfied with the processes and system established to operate the Community café.</li> <li>• Tāngata whai ora, regular customers and team members provide positive feedback about the café's vibe.</li> <li>• Customers express satisfaction with the services provided, including the food and beverages offered.</li> <li>• Services are delivered within agreed budgets and revenue targets.</li> <li>• Cash and stock are kept secure and managed in a way that minimises risks.</li> <li>• Line manager and kaimahi express satisfaction with the training and support provided.</li> <li>• Kaimahi are competent in performing key café tasks and adhere to relevant policies and food safety/hygiene standards.</li> <li>• Line manager and customers express satisfaction with the café services provided by kaimahi.</li> <li>•</li> </ul> |

| Area of Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Performance Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>• Operate the café in accordance with agreed service specifications, relevant organisational policies, health and safety requirements, applicable food safety standards and any other relevant legislative requirements.</li> <li>• Monitor the financial performance of the café against revenue targets and provide regular reports to the Operations Manager.</li> <li>• Deal with any customer queries or complaints in a professional and timely manner.</li> </ul> <p><b>Community Relationships</b></p> <ul style="list-style-type: none"> <li>• Build and maintain positive relationships with external stakeholders e.g. local businesses, suppliers, community organisations.</li> <li>• Resolve issues with supplier and other stakeholders promptly and professionally.</li> <li>• Identify and participate in activities to develop and/or promote the café as time permits.</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Identify and act on any potential or actual risks to self or others, including to tāngata whai ora, whānau, customers and/or other kaimahi.</li> <li>• Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>• Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> | <ul style="list-style-type: none"> <li>• Operations manager is satisfied with the information provided on the café operation as required for reporting purposes.</li> <li>• Café expenditure remains within budgets set and revenue targets are met.</li> <li>• Customers are satisfied with the resolution to their queries or complaints.</li> </ul><br><ul style="list-style-type: none"> <li>• Line manager, local businesses, suppliers and other key stakeholders' express satisfaction with the relationships established.</li> <li>• Stakeholder relationship issues are promptly addressed; line manager and external stakeholder express satisfaction with the resolution reached.</li> <li>• Operations Manager/line manager express satisfaction with activities/actions taken to help raise the café profile and /or the customer base.</li> </ul><br><ul style="list-style-type: none"> <li>• Risks (including Health and Safety, compliance and maintenance) are identified and reported.</li> <li>• Issues are escalated to relevant manager as required.</li> <li>• Plans are put in place to resolve and/or mitigate potential problems as required</li> <li>• Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant.</li> <li>• Follows correct protocols when using safety equipment.</li> <li>• Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority.</li> </ul> |

| Area of Responsibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Performance Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development.</li> <li>• Attend relevant organisational trainings as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Work cooperatively with colleagues and contribute actively to team meetings.</li> <li>• Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul> | <ul style="list-style-type: none"> <li>• Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role.</li> <li>• Has an individual development plan which is implemented.</li> <li>• Attends organisational training required for role.</li> <li>• Regular attendance at team meetings and makes useful contributions.</li> <li>• Work is undertaken and completed.</li> <li>• Commitment and flexibility are demonstrated.</li> </ul> |

## Key Relationships

| Internal                                                                                                                                                                                                        | External                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Peer Manager/ Odyssey Community Cafe team</li> <li>• Operations Manager</li> <li>• Finance team</li> <li>• Quality Manager</li> <li>• Other Odyssey kaimahi</li> </ul> | <ul style="list-style-type: none"> <li>• Customers</li> <li>• Tāngata whai ora and whānau</li> <li>• Suppliers, local businesses</li> <li>• Other community providers</li> </ul> |

## Person Specification

### Qualifications, Knowledge and Experience

- 3 years relevant work experience, including barista experience and experience managing a café
- Experience and/or strong interest in working for an organisation with a social purpose
- Experience of product sourcing and supplier management
- Experience of training others
- Relevant qualification e.g. Certificate in Food and Beverage Service, Diploma in Hospitality Management
- Knowledge of food safety standards and relevant provisions in the H&S Act
- Understanding of and empathy towards people with mental health and/or addiction challenges
- Understanding of the principles of Te Tiriti o Waitangi and its application to this role
- Proven expertise in Microsoft suite applications
- Full current NZ driver's license
- Knowledge of tikanga Māori is desirable

### Skills and Abilities

- Commercial acumen e.g. ability to cost and price food offerings that allow for profit and minimise waste
- Friendly, approachable with strong people skills
- Ability to establish and maintain effective relationships with a range of stakeholders
- Proven organisational and time management skills with strong attention to detail
- Ability to work under pressure and complete work to a good standard
- Ability to work with limited supervision
- Self-motivated, able to take the initiative and adapt to changing situations
- Accepting of people from diverse cultures, identities, backgrounds and experiences
- Ability to diffuse conflict
- High regard for confidentiality and security
- Fluency in English (written and spoken)
- IT skills and financial literacy
- Ability to acknowledge own limitations and be proactive with own self-development

## Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

|                                 |                                                                                                                                |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Whakawhirinaki   Trust</b>   | Reliable and shows great integrity.                                                                                            |
| <b>Pono   Honesty</b>           | Transparency and openness underpin all actions.                                                                                |
| <b>Haepapa   Responsibility</b> | Achieves and surpasses goals.                                                                                                  |
| <b>Matapōpore   Concern</b>     | Empathic and interested in the wellbeing of others.                                                                            |
| <b>Aroha   Love</b>             | Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau. |