



POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

Position: Café Assistant

Responsible to: Elms Supervisor

Purpose: To participate in the overall operation of Elms Café at Peacehaven Village. To deliver an excellent service and site experience to all visitors.

Key Qualifications and Experience:

- Experience in fast food and/or convenience industries, or experience in a related field.
- Demonstrated competence in and knowledge of food industry standards, especially food hygiene standards:.

Hours: Rostered Duties

Key Tasks

1.0 Contribute to an outstanding site experience by ensuring all visitors to the Café receive excellent service.

Performance Expectations:

- (a) Ensure visitors to Peacehaven Village have an excellent site experience through providing optimum customer service at the Café.

Successfully Demonstrated by:

- Acts as a Customer Service Champion.
- Demonstrates excellence in customer service by ensures customer service and food service is prompt and to a high standard at all times.
- Identifies areas where service may be improved and takes steps to implement these. Ensures liaison with Elms Supervisor where more significant improvements/developments are proposed.
- Wherever possible ensures that any complaints or problems are dealt with promptly and appropriately, and in such a way that customers/visitors are satisfied with the outcome.
- Develops own knowledge of the facility, including its services and layout, and ensures staff also have reasonable knowledge to assist visitors as necessary.

2.0 Ensure the effective financial management of the Café.

Performance Expectations:

- (a) Café is profitable and running efficiently.

Successfully Demonstrated by:

- Ensures that standards for raw and finished product quality, service speed and quality, and cleanliness and sanitation are maintained.
- Ensures proper cash handling and security procedures are followed at all times.
- Liaises with Elms Supervisor regarding the café's financial performance and discuss opportunities to make improvements.

3.0 Café hygiene, health and safety.

Performance Expectations:

- (a) To ensure standards for food safety and hygiene are met on a day to day basis.

Successfully Demonstrated by:

- Ensures all food safety and sanitation requirements and practices are undertaken to maintain the highest level of compliance with appropriate government regulations.
- Ensures safety and security procedures are followed to maintain a safe environment for customers and staff alike.
- Be available for regular training in respect of any changes in procedure or policies relating to food safety and hygiene matters.

4.0 Compliance with all Presbyterian Support Southland/Enliven policies.

Performance Expectations:

- (a) Ensure compliance with all Presbyterian Support Southland/Enliven policies.

Successfully Demonstrated by:

- Complies with all Presbyterian Support Southland/Enliven policies.
- Conducts regular reviews of policies regarding Food Safety & Hygiene, Health and Safety, and other areas relevant to the Café.
- Is aware of own limitations and when requires assistance/support, asks for help.

5.0 Establishes effective relationships within the team, and the wider home.

Performance Expectations:

- (a) Establish relationships with members of the Cafe Team to assist in identifying areas for personal/professional development.
- (b) Utilises opportunities for personal/professional development.
- (c) Establish effective relationships with others in the Home.

Successfully Demonstrated by:

- Shares and supports others in attainment of team goals.
- Able to establish and maintain relationships with people at all levels, puts others at ease.
- Identifies areas of learning and possesses a willingness to further opportunities for education and development.
- Works to develop effective relationships with others in the facility in order to provide the best service possible to both staff and visitors.

7.0 Professional communication.

Performance Expectations:

- (a) Ensure that all communication both verbal and written is professional, open and honest.

Successfully Demonstrated by:

- Promotes open communication at all times.
- Able to express and present information clearly both in writing and orally
- All conversations with residents and visitors are to be in a polite, friendly manner.
- Maintains confidentiality – Do not discuss matters relating to staff, Presbyterian Support Southland/Enliven, or residents in any public place.
- Answers phone in warm and friendly way, with the café name and your name.
- Polite and professional manner when speaking with all colleagues.

8.0 Health and safety

Performance Expectations:

- (a) Perform in accordance with the Health and Safety at Work Act 2015.

Successfully Demonstrated by:

- To understand and meet your personal obligations under the Health and Safety at Work Act 2015.
- To understand importance of and be able to complete incident reports.
- To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out.
- Demonstrate an adequate knowledge of Health and Safety requirements as a team member.
- Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to.
- Adhere to all Health and Safety policies and procedures implemented by the Company

9.0 Other duties

Performance Expectations

- (a) Perform other such duties as may reasonably be required by Food Service Manager

Successfully Demonstrated by:

- Represent Presbyterian Support Southland/Enliven in polite and professional manner at all times.
- Complete any other tasks, or responsibilities reasonably delegated or assigned by Elms Supervisor.

Skills and Behaviours

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

RESPECT MANAAKI
Respect for our heritage

COMPASSION AROHA
Compassion with empathy

FAMILY WHĀNAU WHĀNUI
Celebration of family

COMMUNITY IWI WHĀNUI/HĀPORI
Communities that make a difference

ACCOUNTABILITY WHAKATAU TIKA
Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

Communication

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a professional manner which is concise and non judgemental.

Client Focus

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

Team Work

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

Accountability

Takes personal responsibility and accountability for own work and performance. Makes timely decisions and commits to clear courses of action. Able to accept critical direction in a positive manner.

Self Improvement

Takes responsibility for own development and actively pursues learning and development opportunities.

Planning and Organising

Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.

Problem Solving and Decision Making

Analyses problems, breaks into core parts, investigates, evaluates and finds appropriate solutions to relevant problems.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date