



Job Description

Our vision is **Human Potential, Realised.**

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual disability and mental illness. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Barista

Reporting: The role reports to the Food Experience Manager

Objective:

The key objectives of the role are to:

1. Provide an excellent customer experience to customers of Civic's cafes.
2. Support the successful operation of the café by providing assistance to customers, preparing food and drink, cleaning, supporting catering orders, and keeping café areas and clean and tidy.
3. Provide leadership to Support Workers and Supported Employees on delivery of Person Centred Active Support to our clients, according to the Practice Framework.

Duties and responsibilities:

1. Follow safe food handling and infection control practices to make sure that the food we prepare and serve is safe to eat.
2. Provide front of house café services to customers of Civic.
3. Provide back of house services in the café kitchen.
4. Provide catering services.
5. Preparing and serving espresso coffee.
6. Cash handling and banking duties.
7. Promoting and educating customers of civics services and mana.
8. Deliver the right support to clients.
9. Maintaining food safety standards.
10. Keeping service and preparation areas clean and tidy at all times.
11. Toasting and or heating of light meals and snacks.
12. Ordering stock.
13. Stock rotation.
14. Completing all food safety paperwork.
15. Monitoring of refrigeration temperatures and reporting inconsistencies to the manager.
16. Actively participate in and contribute to meetings, training and professional development.
17. Follow the Policies and Procedures of Civic and ensure staff also follow them



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18. Ensure clients receive thorough and appropriate induction, mentoring, coaching, and training to enable a successful integration to the work environment.
19. Any other duties as directed by the Food Experience Manager or other delegated manager within the scope of the position and competence of the employee concerned.

Essential Criteria

- Certificate III in Hospitality or a related field
- Minimum 2 years' experience in food services