

# Café Attendant

## Position Description



## About YMCA Victoria

At the Y, we believe in the power of inspired young people. A community not-for-profit organisation with 17 million participations annually across Australia. 8,000 staff and volunteers serve at more than 150 locations every day. We partner with government and private capital to deliver programs and services that include community recreation, adventure and stadium sports, camping, learn to swim, children's programs, early learning, youth services, retirement living, disability services and social enterprises.

**"Amplify Your Voice. Shape Our Community. Challenge Our World."**  
*YMCA Victoria Vision 2025*

## Position Details

<b>Entity</b>	YMCA Victoria Community Programming	<b>Terms and Conditions of Employment</b>	YMCA Staff Collective Agreement 2015
<b>Division/Department</b>	Customer Service (Recreation)	<b>Classification</b>	RE1
<b>Position Title</b>	Café Attendant	<b>Employment Status</b>	Casual & Permanent
<b>Position Reports To</b>	Café Manager	<b>Budget/Delegations</b>	N/A
<b>Direct Reports</b> Depending on organisational needs, the Café Attendant is responsible for a variety of areas that possibly includes: <ul style="list-style-type: none"><li>• Service of customers</li><li>• Basic nutrition/dietary understanding</li><li>• On site production of food</li><li>• Coffee making</li></ul>			
<b>Key Internal Relationships</b> <ul style="list-style-type: none"><li>• One Casey leadership team</li><li>• Casey Stadium leadership team</li><li>• One Casey staff and volunteers</li><li>• YMCA staff</li></ul>			
<b>Key External Relationships</b> <ul style="list-style-type: none"><li>• Visitors and facility participants</li><li>• Community groups and organisations</li><li>• Casey Stadium Primary Tenants</li><li>• City of Casey</li></ul>			



## Position Description

## Position Purpose

The successful applicant will be highly motivated and passionate about providing exceptional customer service and food handling. They will be committed to the establishment of systems that will deliver continuous improvement of the café and be committed to achieving the YMCA vision for healthy eating. The café and function area operate over a range of hours including mornings, nights and weekends.

## Administration

## Community Stengthening



# Café Attendant

## Position Description



### Administration

- Communication with customers (in person, phone and email)
- Financial reporting of shift/daily takings
- Cash handling and balancing of tills
- Monitoring of stock levels and monthly stocktake
- Complete area checklists and logs thoroughly and accurately on a regular basis
- Keep up to date with communication channels, particularly prior to and during shifts

### Service Delivery

- Trouble shoot and problem solving to service customer needs
- Provide excellent customer service to all customers, both in person and over the phone
- Understanding of the facility and the programs and services offered
- Adhere to requirements of Food Safety Plan
- Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards
- Comprehensive understanding of coffee making, machine maintenance and be committed to refresher training to ensure a quality service is provided
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Display interest, enthusiasm, patience, respect and innovation to customers
- Strong commitment to professional development
- Challenges and develops students values and attitudes in a respectful and supportive manner

### Community Strengthening

- Understands the unique needs of families and can respond appropriately
- Listens and is objective, responsive, and non-judgemental
- Models effective problem solving and conflict negotiation
- Exhibits an awareness of commonalities and differences such as gender, race, age, culture, ethnicity, class, religion and disability whilst showing respect to those of different talents, abilities, sexual orientation, and faith.
- Helps all people negotiate language barriers
- Both when working with a team and individually, recognizes and acts on need for own support and accepts and delegates responsibility.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.

### General Duties

- Have a commitment to personal and professional development
- Preparation of food and cooking of café menu items
- Be an advocate for the YMCA Healthy Eating Policy
- Complete opening and closing procedures
- Be proactive and willing to complete a wide range of tasks regardless of how mundane they may be, including but not limited to cleaning tasks and other hygienic issues
- Ensuring cleanliness of the café and surrounding area, such as clearing and cleaning tables and maintaining a clean workspace at all times
- Creates a fun and exciting work atmosphere that is driven and hard working
- Leads by example through a strong work ethic
- Maintain high standards of presentation and personal grooming
- Work a variety of hours including but not limited to mornings, evenings and weekends
- Hours to be worked across a range of days to give as much spread across the fortnight as possible
- Perform other duties as required and comply with reasonable directions



## Position Description



## Capabilities and Behaviours

- Demonstrates YMCA Victoria values, Honesty, Caring, Respect and Responsibility
- Creates a culture within the Centre which promotes accountability, teamwork and positivity
- Creates a culture of continuous feedback and clarity of messages within the Centre
- Act in a mature, reliable and professional manner towards participants, colleagues and customers
- Demonstrates leadership that inspires and motivates people across the centre to perform to their best
- Creates a culture of continuous learning and development
- Ability to collaborate and engage with colleagues and customers
- Strong communication, oral and written skills
- Problem solving and troubleshooting skills
- Proficient in multitasking
- Ability to complete assessments and communicate outcomes both verbally and using assessment tools

- **Communication** – Ability to communicate with a variety of people varying in age, ability and background
- **Teamwork** – Team focused attitude, with ability to work with a range of people to achieve outcomes
- **Engagement** – Ability to engage with customers to create an engaging and welcoming environment

- Excellent interpersonal and relationship building skills
- Previous experience in hospitality
- Ability to contribute to a team
- Basic computer skills
- Multitasking and ability to deal with a potentially busy and demanding environment
- Emphasis on courses relative to area (e.g. barista training, food safety etc.)

- Approachable and personable
- Realistic and considered with decision making
- Customer centric approach
- Diligent and consistent in approach



# Café Attendant

## Position Description

### Leadership Capabilities

We believe leadership is an important part every person's role at YMCA Victoria, and that all people at the Y have leadership responsibilities. This may be in leading themselves, teams, functions, or the organisation.

Below are a list of the capabilities and level required for this position.

#### Lead Team

Capability	Description	Specific Skills
<b>Strategic Focus</b>	Being able to focus on long term goals, new opportunities and improvements and how to achieve them	<ul style="list-style-type: none"><li>Aligns resources within the team to achieve team goals</li><li>Demonstrates forward thinking</li></ul>
<b>Adaptability</b>	Being able to positively deal with and manage change, think outside the box and be innovative.	<ul style="list-style-type: none"><li>Supports change and positively adapts to changes in the environment</li><li>Champions innovation and improvement within the team</li></ul>
<b>Achieving Outcomes</b>	Being able to prioritise resources, communicate goals, set clear targets and demonstrate personal accountability for performance.	<ul style="list-style-type: none"><li>Ensures the team has capability to deliver on its priorities</li><li>Encourages a performance culture within the team that is focused on delivering agreed outputs and outcomes</li><li>Supports the team to achieve goals and results</li></ul>
<b>Business Acumen</b>	Understanding the business (our market, customers and community) and using your skills and knowledge to help create a sustainable and competitive organisation.	<ul style="list-style-type: none"><li>Demonstrates an understanding of how the team remains sustainable</li></ul>
<b>Communicating and Influencing</b>	Being able to communicate in an articulate, clear and constructive way, adapt your communication style to suit different people, and listen to others.	<ul style="list-style-type: none"><li>Provides continuous feedback and clarity of messages within the team</li><li>Promotes and accepts personal accountability to better influence</li></ul>
<b>Building Relationships and Engaging People</b>	Being able to work collaboratively with others (staff, volunteers, stakeholders, partners or the community) in an open and honest way.	<ul style="list-style-type: none"><li>Creates and maintains positive relationships across the organisation and with relevant external parties</li><li>Promotes YMCA values and a culture of trust, honesty, fairness and equity within the team</li><li>Display integrity in advice, information sharing and decision making within the team</li></ul>
<b>Developing Self and Others</b>	Being aware of your own areas for development by actively seeking feedback and placing importance on developing the skills and capabilities of others.	<ul style="list-style-type: none"><li>Performs in a way that inspires and motivates the team to do their best</li><li>Continuously evaluates self-improvement needs and sees learning opportunities in everyday work</li><li>Supports a culture of continuous learning and development across the team</li></ul>

**LEADERSHIP IS PART OF EVERY ROLE AT YMCA VICTORIA**



## Position Description

### Minimum Qualifications

To be completed upon appointment:

### Desirable Qualifications

**Required prior to commencement:**

## Safeguarding Children and Young People

- Declare anything you become aware of through the course of your engagement with YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people
- Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect
- Adhere to all policies and procedures relating to safeguarding children and young people and the code of conduct
- Update your details whenever these changes, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws
- Complete WWCC prior to commencement and maintain currency throughout employment
- Complete a National/International Police Check prior to employment and at the discretion of the YMCA
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures
- Participate in safeguarding children and young people training as directed
- Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families
- Any new program initiatives are to include consultation with children and young people, using standardised practices and resources
- Maintain a working knowledge of policies and procedures relating to safeguarding children and young people
- Attend any other training legally mandated by your role in relation to safeguarding children and young people
- Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities

## Health, Safety and Environment






## Position Description

## Conditions of Employment

### Acknowledgement of Position Incumbent

<b>Approved By:</b>	Ian Jenkins
<b>Signature:</b>	
<b>Position:</b>	Casey Stadia Manager
<b>Date Revised:</b>	08/12/20
<b>Applications to:</b>	Katherine Lay c/o Casey Stadium 14/65 Berwick-Cranbourne Road Cranbourne East VIC 3997 <a href="mailto:katherine.lay@ymca.org.au">katherine.lay@ymca.org.au</a>

