

POSITION DESCRIPTION

1. POSITION TITLE Food & Beverage Attendant	2. POSITION LOCATION/S Hunter Region	3. DIRECT MANAGER CC Food & Beverage Coordinator
4. SERVICE AREA	5. CLASSIFICATION Food & Beverage Attendants may be employed at levels 1, 2 or 3 of the Restaurant Industry Award 2020	6. POSITION STATUS Food & Beverage Attendants may be full time, Part time or Casual

7. POSITION SUMMARY

The purpose of the role of Food & Beverage Attendant is:

1. Delivery of Social Justice and Community programs. This position will be work within the CAFÉ and will be required to work at events, functions and catering requirements of the Café
2. Role model professional and friendly customer service and delivery of a high-quality food and beverage service in accordance with. Food Safety Standards and Responsible Service of Alcohol.

8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

1. Sound experience working in CAFÉ/restaurants and high-volume espresso bars with experience as a barista.
2. Friendly, outgoing personality with a commitment to providing effective customer service and building relationships.
3. The patience and empathy to work with staff from refugee and asylum seeker backgrounds and young people who have been in care.
4. Proven high level of self-motivation and ability to work autonomously and within a team environment to achieve operational outcomes in a timely and efficient manner with minimal supervision and direction.
5. Strong interpersonal and communication skills (written/verbal), including the ability to work and communicate effectively with employees, the community and external stakeholders.
6. Have exceptional organisational and time management skills with a high attention to detail when performing duties
7. Ability to work flexible hours in accordance with functions, bookings and catering requirements
8. The ability to adhere to company WH&S policies and Food Safety Guidelines to ensure a safe and productive CAFÉ.

9. QUALIFICATIONS/LICENCES

ESSENTIAL

A Working with Children Clearance must be obtained from the NSW Office of the Children's Guardian prior to commencing the role and must remain current during the entire period in the role. It is the position holder's responsibility to renew their Clearance prior to expiry.

National Criminal History Record Check in accordance with the Disability Inclusion Act 2014

DESIRED

NSW Drivers Licence

10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

12. KEY ACCOUNTABILITIES

Level 1

Duties within the scope of the Restaurant Industry Award 2020 - Grade 1

- A.2.1 Food and beverage attendant grade 1** means an employee who is engaged in any of the following:
- (a) picking up glasses; or
 - (b) providing general assistance to food and beverage attendants of a higher classification not including service to customers; or
 - (c) removing food plates; or
 - (d) setting or wiping down tables; or
 - (e) cleaning and tidying associated areas; or
 - (f) receiving money.

KEY ACCOUNTABILITIES

Level 2

Duties within the scope of the Restaurant Industry Award 2020 - Grade 2

- A.2.2 Food and beverage attendant grade 2** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:
- (a) supplying, dispensing or mixing liquor; or
 - (b) assisting in the cellar; or
 - (c) undertaking general waiting duties for food or beverages, including cleaning tables; or
 - (d) receiving money; or
 - (e) attending a snack bar; or
 - (f) performing delivery duties; or
 - (g) taking reservations and greeting and seating guests.

KEY ACCOUNTABILITIES

Level 3

Duties within the scope of the Restaurant Industry Award 2020 - Grade 3

- A.2.3 Food and beverage attendant grade 3** means an employee who has the appropriate level of training and is engaged in any of the following:
- (a) supplying, dispensing or mixing liquor; or

	<p>(b) assisting in the cellar; or</p> <p>(c) undertaking general waiting duties for both food and liquor, including cleaning tables; or</p> <p>(d) receiving money; or</p> <p>(e) assisting in the training and supervision of food and beverage attendants of a lower classification; or</p> <p>(f) delivery duties; or</p> <p>(g) taking reservations and greeting and seating guests.</p>	
--	---	--

13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
1. Social Enterprise Team Leader	<ul style="list-style-type: none">• Customers

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

16. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/Head of People and Culture.
- Have a current NSW Driver Licence
- Take reasonable action to familiarise themselves with CatholicCare policies and procedures, and compliance with WH&S laws and regulations
- Not take advantage of their role in CatholicCare for personal gain
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare
- Only make decisions within their delegated responsibilities

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

Large empty rectangular box for content.

P.D Last Reviewed:	March 2025	Next Review is due on:	
Occupant Name:			
Occupant Signature:		Date:	