



Date	OCTOBER 2016
Position Title	CAFE ASSISTANT
Division	CAFE
Reports to	MANAGER, HOTEL SERVICES

SECTION 1
Position Summary

<p>The Café Assistant is responsible for:</p> <ul style="list-style-type: none"> • Ensuring the efficient and effective service to customer in the Café. This will require <ul style="list-style-type: none"> • Taking orders • Making coffee • Presenting and serving food • Till operation • Clearing tables • Cleaning kitchen area • Working collaboratively with colleagues to achieve agreed targets for the Business Unit contributing to the achievement of overall strategic objectives of the Organisation.
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SECTION 2
Key Working Relationships

INTERNAL	EXTERNAL
Executive Team	Food suppliers
Manager - Hotel Services	Café customers
Café Supervisor	
Café staff	
Clinical Nurse Managers	
Clinical Nurses	
Registered Nurses	
All staff	

SECTION 3

KEY RESULT AREAS (KRAs) and KEY PERFORMANCE INDICATORS (KPIs)

<p>KRA DEMONSTRATE THE BETHESDA VALUES</p> <p>Work displaying the values of teamwork, respect, integrity, compassion, excellence and professionalism.</p>	
Behavioural Descriptors	KPI
<ul style="list-style-type: none"> ▪ Adhere to the Bethesda values and consistently behave in an honest and ethical way. ▪ Recognise difference in people ▪ Treat people with respect and dignity ▪ Provide prompt courteous and effective service to customers ▪ Demonstrate appropriate confidentiality and duty of care ▪ Show energy and commitment to tasks ▪ Support a positive working environment ▪ Follow organisational policy ▪ Seek and participate in ongoing performance feedback, management and development ▪ Evaluate and monitor own performance ▪ Take personal responsibility for accurate completion of work 	<ul style="list-style-type: none"> • Clear demonstration of Bethesda values in day-to-day work relationships • Attendance at training • Undertaking external development opportunities • Positive work relationships with colleagues
<p>KRA IMPLEMENT THE VISION AND INNOVATION</p> <p>Build awareness of the Hospital's goals and identify, implement and communicate solutions and improvement opportunities to ensure achievement of the goals.</p> <p>Support organisational change initiatives through adaptability, facilitation and/or leadership</p>	
<ul style="list-style-type: none"> ▪ Understand and support the Hospital's Vision, Mission and business objectives ▪ Recognise how role contributes to the achievement of organisational goals ▪ Learn about other parts of the organisation ▪ Understand the relationship between specific tasks and business unit priorities ▪ Participates in discussions around issues ▪ Identify and suggest solutions to problems ▪ Implement new work improved practices when required 	<ul style="list-style-type: none"> • Attendance at staff meetings • Developing improvement ideas • Demonstrated commitment to implementing continuous improvement solutions across the business unit
<p>KRA COLLABORATE AS ONE TEAM</p> <p>Build, enhance and maintain interpersonal relationships with relevant stakeholders to achieve organisational goals</p> <p>Demonstrate appropriate leadership skills to build, empower and guide people to achieve organisational goals</p>	
<ul style="list-style-type: none"> ▪ Communicate clearly and concisely with colleagues and customers ▪ Use effective communication skills when listening and talking ▪ Build positive relationships with colleagues and customers ▪ Operate as an effective member of the team; works collaboratively ▪ Share information with others that will support the team's goals 	<ul style="list-style-type: none"> • Attendance and involvement at staff meetings • Evidence of positive working relationships

<ul style="list-style-type: none"> ▪ Follow direction of supervisor ▪ Keep managers informed of work progress ▪ Perform other duties as directed to support the completing of key outcomes of the business unit and Hospital 	<ul style="list-style-type: none"> • Grievances resolved in an effective and timely manner with all parties in agreement with outcome • Completion of performance reviews and development plans for self
<p>KRA KNOW THE BUSINESS</p> <p>Build and maintain awareness of the hospital's customers and the service which we operate.</p> <p>Perform the business of a private hospital; take appropriate action and follow up to help ensure realisation of results.</p> <p>Support the delivery of safe patient care and the consumers experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Services Standards and other recognised health standards.</p> <p>Abide by Occupational Health and Safety legislation, follow Bethesda Health Care safety policies and procedures, raising OSH issues and using RiskMan as a tool to report.</p>	
<ul style="list-style-type: none"> • Understand tasks, accountabilities, timelines and requirements of role • Provide competent customer service to customers as delegated by supervisor. • Plan work tasks for shift • Demonstrate flexibility to cope with day-to-day changes • Work to agreed priorities, outcomes, time constraints and assigned resources • Complete required documentation in correct format ▪ Work to ensure the safety of self and others with in the legislative requirements of Occupational Safety and Health; use and store chemicals according to Material Safety Data Sheets; report all hazards and incidents 	<ul style="list-style-type: none"> • Follow current policy and procedures • Timely completion of work tasks • Timely reporting and resolution of complaints • High satisfaction rate from customers (internal & external), patients and families • Accurate and timely documentation • Timeliness and accuracy of reports • Appropriate safety behaviour • Timely reporting of risks and safety hazards

SECTION 4
Authority Levels

<ul style="list-style-type: none"> • The Café Assistant is responsible for identifying, resolving where possible and reporting issues to the manager with possible solutions. • The Café Assistant, reports to the Café Supervisor and functions within the guidelines of the Policy and Procedures and Mission, Vision and Values.



SECTION 5
Selection Criteria

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> ▪ Current Police Check (no more than 6 months old) <p>Desirable</p> <ul style="list-style-type: none"> ▪ Certificate II or III in Hospitality (Operations)
Knowledge
<p>Essential</p> <ul style="list-style-type: none"> ▪ Knowledge of OSH legislation and requirements <p>Desirable</p> <ul style="list-style-type: none"> ▪ Quality improvement and risk management processes
Skills
<ul style="list-style-type: none"> ▪ Well developed written and verbal communication skills ▪ Well developed organisational skills
Experience
<p>Essential</p> <ul style="list-style-type: none"> ▪ Organising own time and work processes to meet deadlines ▪ Determining and exceeding customer expectations ▪ Working effectively as part of a team ▪ Building and sustaining relationships with colleagues and customers <p>Desirable</p> <ul style="list-style-type: none"> ▪ Working in a working in a Café environment ▪ Coffee making

SECTION 6
Acceptance of Position Description

Café Assistant

Date

Manager, Hotel Services

Date