



POSITION DESCRIPTION

Date	29.4.2021
Position Title	Cafe Assistant
Division	Hotel Services
Reports to	Cafe Supervisor

SECTION 1

Mission, Vision and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

The purpose of the position is to provide an efficient and effective hospitality service and customer experience to customers, visitors and patients to the Café with the ability to undertake tasks in both front and back of house in accordance with Food Safe standards while working in a coordinated and collaborative manner with other café staff.

SECTION 3
Key Working Relationships

INTERNAL	EXTERNAL
Manager - Hotel Services	Cafe customers (Internal and external)
Café Supervisor	Visitors
Café staff	Patients
	Service Representatives

SECTION 4
Key tasks, Responsibilities, Outcomes and Activities

Hospitality skills

Under the direction of the Cafe Supervisor or nominee, serve customers in a cafe environment that include:

- Taking orders for dine in
- Taking orders for takeaway ensuring recording of name and other details as required
- Making coffee
- Presenting and serving food
- Till operation
- Clearing tables
- Clean and wipe tables and chairs
- Cleaning kitchen area
- Removal of rubbish
- Time management
- Working collaboratively with a team
- Provision of customer service
- Stocking and organizing the service area with disposable and non-disposable tableware to meet daily demand
- Set up coffee machine area with stock and coffee making equipment
- Re-stock and rotate stock in the milk refrigerator
- Record refrigerator temperatures and monitor temperatures according to standards
- Clean coffee machine as per service instructions after days service
- Clean and sanitize all work benches and equipment
- Assist in opening and closing procedures of the Cafe

Preventing and Controlling Health Care associated Infection

- Perform hand hygiene
- Understand and demonstrate principles associated with safe food handling
- Adhere to and facilitate changes as deemed appropriate for the hospitality industry by WA Health

SECTION 5

Health, Safety and the Environment

- Adhere to policies, procedures and standard operating procedures
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment

SECTION 6

Quality and Risk

- Record initiatives and issues in Riskman
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training and participate in development reviews

SECTION 7

Partnering with the Consumer

- Acknowledging patients, responding to general non-clinical queries, providing assistance as appropriate, encouraging the use of formal feedback systems

SECTION 8

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 Food Safe requirements <p>Desirable</p> <ul style="list-style-type: none"> ▪ Quality improvement and risk management processes

Skills
<p>Essential</p> <ul style="list-style-type: none"> ▪ Ability to work under direction ▪ Well developed written and verbal communication skills ▪ Well developed organisational skills <p>Desirable</p> <ul style="list-style-type: none"> ▪ Ability to resolve issues and complainants
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"> ▪ Previous work in a Café environment ▪ Coffee Making (demonstrated use of commercial coffee machine and peripherals, including cleaning, daily maintenance and replenishment of product)

SECTION 9
Acceptance of Position Description

Employee

Date

Manager

Date