



Developing Community – Deepening Spirituality – Demonstrating Compassion

POSITION DESCRIPTION

Casual (Relief) Hospitality Supervisor

POSITION TYPE: Casual

MINISTRY FOCUS: Developing Community

APPOINTMENT: CareWorks Executive Officer

ACCOUNTABLE TO: The CareWorks Casual Hospitality Supervisor is accountable to the CareWorks Executive Officer.

AUTHORITY: The CareWorks Casual Hospitality Supervisor has the authority to act and make decisions necessary to fulfil the key responsibilities listed below subject to these limitations:

- Expenditure must be consistent with the adopted Budget, adhering to the Purchasing Policy & Procedures, and in times of financial constraint in consultation with the Ministry Team Leader.
- Compliance with appropriate government legislation, policies of Churches of Christ Victoria and Tasmania, and policies and guidelines of Northern Community Church of Christ and Northern Community CareWorks Ltd.

KEY RESPONSIBILITIES:

The CareWorks Casual Hospitality Supervisor will:

- Provide supervision of Work for the Dole participants and volunteers in the activity;
- Provide information, instruction and training in all relevant areas for the activity;
- Provide Work for the Dole and Volunteer tasks according to the Work for the Dole Host Agreements, Activity Risk Assessments and Volunteer Agreement;
- Maintain appropriate Occupational Health and Safety in the work area including use and supply of all appropriate personal protective equipment (boots, gloves, aprons etc.);
- Oversee weekly meal and morning tea planning according to best practice (such as healthy food guidelines), budget, donations, accessibility of ingredients and skill level of workers;
- Oversee internal catering events including quoting, purchasing, cooking, delivery and clean up;

- Oversee purchasing of all food products taking into account budget, efficient means of ordering and transport.
- Ensure meals are healthy, balanced, fresh where possible and ensuring portion sizes are appropriate for community members.
- Oversee hospitality projects, including events, and event management as appropriate;
- Ensure Northern CareWorks Hospitality program is compliant with Victoria's food safety laws- Food Act 1984 Class 2 and Australian New Zealand Food Standards Code;
- Maintain kitchen, pantry and hospitality spaces ensuring they are safe, clean and easy to access;
- Oversee the production of products for sale in the Op Shop including labelling, pricing, stock control and display;
- Oversee packaging, stock control and labelling of frozen food for sale and emergency frozen food bank;
- Maintain kitchen equipment including cleaning, repair (either onsite or offsite), purchasing and maintenance in consultation with CareWorks Executive Officer;
- Oversee the storage, use and distribution of donated food;
- Manage and maintain food donor relationships including ordering, feedback, follow up and transportation;
- Opening and closing of premises and associated security;

In addition to the above, the key responsibilities for the role of Casual Hospitality Supervisor include:

LEADERSHIP

- Support the Hospitality Supervisor leadership in the purpose and direction of the Hospitality program while enacting best practice from the hospitality sector.
- Oversee Hospitality inductions to welcome new workers, discuss any policy or procedural changes and any activity or centre updates.

ADMINISTRATION

- Ensure sign in and sign out practices are followed for both Work for The Dole participants and volunteers in Hospitality Activity including update of the Work for the Dole APP at the end of the day.
- Provide reports and updates to the CareWorks Executive Officer as required.
- Ensure all relevant food records and documentation is maintained and accessible at all times;
- Ensure that, wherever possible, upon vacating the position, the outgoing Op Shop Supervisor gives a detailed handover to the Ministry Team Leader on responsibilities, processes, access to relevant logins and passwords, and pass on any other relevant documentation and information.

FINANCIAL

- Ensuring the appropriate budgetary and expenditure information related to this activity are directed to Management or Finance Team;

- Maintain primary responsibility for expenditure according to the Northern Community Church of Christ and Northern Community CareWorks Ltd.

POLICY & PROCEDURES

- Abide by Northern Community Church of Christ's various Policies. Attend and participate in any OHS and Emergency Evacuation Training as well as report hazards, incidents and accidents in accordance with Northern Community Church of Christ's OHS Policy

QUALIFICATIONS

- Highly developed interpersonal skills, with the ability to relate delegate to and motivate a broad range of people;
- At least 5 years' experience in the hospitality/cooking industry in a commercial kitchen;
- Hold a current food handling certificate;
- Have a strong understanding of food safety standards and practices;
- Experience in Event Management preferred;
- Experience in supervision and training;
- Experience in the Community sector preferred;
- Ability to take the initiative and work autonomously as well as in a team setting which includes volunteers and staff;
- Maintain confidentiality and the appropriate handling of sensitive information;
- Not easily flustered;
- Financial competent;
- Ability and commitment to self-care and personal development;
- A current Federal Police Check and a Working With Children Check.