

BARISTA - PEPPERGREEN FARM



Position Description

Responsible To:	Manager - PepperGreen Farm and Catering
Division:	PepperGreen Farm and Catering
Location:	PepperGreen Farm 40 - 44 Thunder Street North Bendigo
Status:	Casual
Working Days:	As Required
Working Hours:	As Required (minimum of three hour shifts between 8.00am to 4.00pm)
Award:	Access Australia Group Limited Enterprise Agreement
Classification:	Class 2 Band 1 to Band 9 commensurate with skills, experience and qualifications (\$45,053 to \$57,540 plus 25% casual loading and superannuation) <i>All applicants are encouraged to obtain their own independent financial advice.</i>

Organisation Overview

Access Australia Group (AAG) is a large and diverse not-for-profit, community-based organisation. AAG is a registered public benevolent institution. The continuing focus of operations is to provide superior customer service and be an employer of choice. AAG operates five key divisions undertaking a range of operations:

- Employment Services
- Registered Training Organisation, Access Skills Training
- Social Enterprises
- Social Inclusion
- Corporate Services

Board of Directors

A board of voluntary Directors governs AAG. Each member of the Board of Directors (Board) contributes a particular expertise to AAG in its mission of providing opportunities for people. All directors work in conjunction with the Chief Executive Officer (CEO), who has overall responsibility for implementing the policy and strategic direction of the Board.

Vision

Employment for people living with disability or disadvantage.

Purpose

Provide meaningful participation, training and employment opportunities for people living with disability or disadvantage.

The Values that inform our behaviours:

Inclusive	Integrity	Respect
<ul style="list-style-type: none">• Non-discriminatory• Ability focussed• Fair• Open minded	<ul style="list-style-type: none">• Accountable• Honest• Transparent• Doing what we say• Relevant	<ul style="list-style-type: none">• Good at listening• Supportive• Compassionate• Dignified• Inspiring

The Foundations that underpin our work

- Client Focus
- Financial Sustainability
- Innovation and response to change
- Partnerships and collaboration
- Quality, safety and compliance

Strategic Environment

By 2025, AAG will achieve:

1. 30% of our clients are in open employment and 70% are on a pathway towards open employment
2. Our clients are accepted and included across their communities
3. Access Australia Group is a
 - Provider of Choice
 - Employer of Choice
 - Partner of Choice
4. Our products and services are replicable across Australia

We will achieve this by focusing on the following four strategic areas:

- Client Journey and Pathways
- Culture and Competency
- Leadership and Influence
- Planning and Evidence

Division Information

PepperGreen Farm

PepperGreen Farm is five-acre property situated in North Bendigo, approximately three kilometres from the central business district. The property is managed by AAG and is utilised as a Social Enterprise to provide skills development, training and employment opportunities for volunteers and people living with disability and disadvantage.

PepperGreen Farm provides tourist attractions and experiences, school and community workshops, a retail store, artisan studios, fresh produce, farm kitchen and biodiversity and environmentally sustainable projects.

Responsibilities and duties

Major Purpose

The position of Barista - PepperGreen Farm will work as part of the kitchen team to prepare all beverages and assist with meal and customer service. The role includes working with Supported Employees and Volunteers.

Main Function

- Prepare hot and cold beverages to order.
- Assist Kitchen Staff with meal preparation.
- Maintain a food safe environment for preparation and storage of products.
- Ensure correct and safe operation of kitchen machinery.
- Open and close the retail store when required including setting up and packing away.
- Provide front of house service to customers including sales and bookings.
- Manage public enquiries through telephone, email and in person in a timely professional manner.
- Manage stock and display items.
- Perform end of day reconciliation.
- Provide active supervision and support to Supported Employees and Volunteers resulting in the delivery of quality products and services to customers.
- Actively contribute to the development of a culture consistent with the values of AAG.
- Be proactive in risk identification, notification and management.
- Contribute to continuous quality and service delivery improvement through the organisation.

Health and Safety in the Workplace

Staff employed by AAG are expected to participate in Workplace Health and Safety (WHS) by:

- Adhering to AAG's policies and procedures in relation to WHS.
- Taking reasonable care to ensure that your own health and safety, along with that of others, abide by the Occupational Health and Safety Act 2004.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Immediately reporting any injuries, hazards or illnesses where practical.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

National Disability Insurance Scheme (NDIS) Worker Screening Check

The National Disability Insurance Scheme Worker Screening Check (NDIS Check) is an Australian-wide safety check and is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

Workers are required to complete the NDIS Check before commencing employment and must nominate AAG as the employer.

Victoria has a "no clearance, no start" approach to the NDIS Check.

Working with Children Check (WWCC)

Under the *Child Wellbeing and Safety Act 2005*, AAG is mandated by the Department of Health and Human Services to be compliant with the child safe standards that:

- Promotes the safety of children
- Prevents child abuse
- Ensures effective processes are in place to respond to and report allegations of child abuse
- Encourages children to “have a say”, especially on issues that are important to them or about decisions that affect their lives.

An element of these standards is safety screening and therefore all AAG staff are required to hold an employee Victorian Working with Children Check card or a current Victorian Institute of Teaching (VIT) registration card.

Police Check

All AAG staff are required to undertake a police check prior to commencing employment.

Confirmation of Identity

All AAG staff are required to provide proof of identity to Human Resources before commencing employment. Proof of identity will be established with the production of one or more of the following documents:

- Current Australian Passport (not expired)
- Current Australian Drivers Licence
- Current Working with Children Check Card
- Photo identity card issued by the Australian Government or a State or Territory Government

NDIS Worker Orientation Module

All AAG staff are required to complete the NDIS Worker Orientation Module ‘Quality, Safety and You’. This will assist workers to better support people with disability and it will help workers understand:

- What the NDIS is and why we need it
- The role of the NDIS Quality and Safeguards Commission
- The worker’s responsibilities under the NDIS Code of Conduct
- The worker’s role in supporting people with disability to achieve the vision of the NDIS.

Probationary Period

The probationary period for staff employed by AAG is six months. During this time, AAG or the employee can terminate employment for any reason. The purpose of this probationary period is for both parties to decide whether the employee is suitable for the position and/or the organisation.

Equal Opportunity

AAG is committed to providing an environment that is free of discrimination. All staff are entitled to access employment, promotion, training, transfers, and benefits based on merit and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitudes.

Inclusion

Access Australia Group is committed to equitable treatment and the elimination of discrimination through mutual respect. AAG is an inclusive and culturally diverse workplace who treat all with dignity and fairness by empowering access to opportunity, addressing structural inequalities and tackling unconscious bias.

Key Selection Criteria

Essential

1. Demonstrated barista experience.
2. Excellent customer service and communication skills.
3. Ability to work with people who experience a broad range of disability types and require varying support needs.
4. Proven ability to manage time and workload effectively to achieve business priorities in a dynamic environment.
5. Demonstrated experience with Microsoft Office particularly Word and Outlook.
6. Demonstrated commitment, alignment and role modelling of AAG's values.

Desirable

1. Experience or qualifications in the disability sector.
2. Food Handling and Food Safety Certificate.

Signatures

Staff Member Name	
Staff Member Signature	
Date	
Chief Executive Officer	
Chief Executive Officer Signature	
Date	