

POSITION DESCRIPTION

2022

This position description is a guide and will vary from time to time and between services and units to meet changing service needs

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Café Assistant	
Reports to:	<ul style="list-style-type: none"> ▪ Supervisor ▪ Manager, Food Services – Retail 	
Key Relationships:	Internal: <ul style="list-style-type: none"> ▪ All CDHB Staff ▪ Retail customers, Patients & Visitors 	External: <ul style="list-style-type: none"> ▪ Suppliers of goods and services
Organisational Vision:	The Canterbury District Health Board's vision is to promote, enhance and facilitate the health and well-being of the people of the Canterbury District.	
Organisational Values & Philosophy:	The Canterbury DHB is committed to being an excellent and caring funder/provider of health and hospital services. Integral to the achieving our vision, goals and objectives of the DHB are the values of the organization: <ul style="list-style-type: none"> ▪ Care & respect for others ▪ Integrity in all we do ▪ Responsibility for outcomes 	
Role Purpose:	Capable of utilising their skills, training and passion, the Café Assistant is expected to be a positive, contributing and adaptable member of the team at all times, delivering a quality service in our WellFood cafés. <i>The key deliverables of your role –</i> <ul style="list-style-type: none"> • Deliver professional customer service, modelling high standards of performance and behaviour at all times • Complying with the requirements of food safety legislation • Prepare and present food • Maintain a clean, tidy and functional café environment 	
Complexity:	Most challenging duties typically undertaken or most complex problems solved: <ul style="list-style-type: none"> • Continuously adapting communication style to suit the varied interactions in a healthcare environment • Maintaining positive customer focus at all times • Adherence to Food Control Plan 	

The Café Assistant is responsible for the following:

- **Follow instructions given by manager and/or supervisor**
- **Focussing on Customers** – Works to deliver a welcoming style of service to all customers and ensuring that site and personal presentation standards are maintained to a high standard
- **Developing Winning Teams** – Acts as an effective member of the team – self-motivated and reliable, takes personal responsibility for solving problems, works flexibly and consistently
- **Building Strong Relationships** – Communicates effectively, demonstrates professionalism, understands and manages own emotions, remains positive and calm under pressure
- **Innovating and Improving** – Demonstrates a positive attitude to change and improvement, acknowledges and learns from mistakes, proactively identifies issues affecting customers and team
- **Seeing the Bigger Picture** – Understands who we are and what we stand for, the requirements of the job and how they contribute to the success of our business. Demonstrates the CDHB values everyday
- **Delivering Results** – Understands performance expectations and the commercial impact of decisions. Plans and manages time, shows drive, tenacity and resilience and demonstrates honesty and integrity
- **Comply with food control plan at all times** – Comply with requirements of recording and reporting, ensure cleaning schedules are followed, work areas are cleaned and sanitized regularly, floors are kept clear, rubbish is removed in a timely manner
- **Health and Safety** – Maintain a safe and secure work environment by following relevant Canterbury DHB and divisional policies and procedures
- **Café Assistants are expected to learn all tasks within the food services division** and be flexible to work across multiple areas, adapting to the needs of the business to ensure continuity of service.

Qualifications & Experience:

Essential

- Impeccable customer service record
- Passionate about food and espresso coffee
- Able to work well under pressure
- Great communication skills
- Honest and reliable
- Team player and able to work autonomously
- Hard working, physically fit

Desirable

- NZQA Food Handling Certificate (Unit 167)
- NZQA Unit Standard 168
- Experience in cash handling and reconciliation
- Barista training
- Experience in sole charge environment

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested by management to perform job related tasks other than those specified