

Position Description

Title	Food Services Supervisor
Business Unit	Disability Services
Location	Wesley Centre, 56-58 Melville Street, Hobart
Employment type	Full-Time, Ongoing
Reports to	Disability Services Coordinator

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position Purpose

No Bucks Café provides healthy, free meals to disadvantaged members of the Hobart community. The café is a not-for-profit social enterprise that provides work opportunities for people with a disability and provides a vital service to our community.

Under the general direction of the Disability Services Coordinator, the Food Services Supervisor is responsible for the overall daily operation of the No Bucks service including:

- supervising and training a team of supported employees
- growing the current No Bucks service into a revenue-raising business venture
- stakeholder management and relationship development with suppliers and sponsors.

2. Scope

Budget:

No Bucks currently receives some finances through philanthropic support, as well as NDIS funding.

Position Description

Food Services Supervisor

A portion of Emergency Relief (ER) funding will also be injected into the service to enable food to be provided back to the ER service. This role will take responsibility for working within budget allocation regarding menu development and food costings.

People:

Supervision of supported employees working in the Food Services area.

3. Relationships

Internal

- Disability Services Coordinator
- Community Services Coordinator
- Tasmania Leadership Group
- Supported employees
- Volunteers

External

- Suppliers
 - Key sponsors
 - Key stakeholders
 - Parents/Carers of Supported Employees (in liaison with the Disability Services Coordinator)
-

4. Key Responsibility Areas

Service Delivery

Overall supervision of, and responsibility for the daily operations of an Australian Disability Enterprise (ADE) Food Service including:

- Training and delegation of activities to supported employees within this service
- Ensuring that the level of service and food quality is up-to-standard, and operations are completed in a professional and timely manner
- Interpretation of policies, procedures and guidelines and to ensure all service outcomes are in line with Uniting's expectations
- Act as primary contact for No Bucks, addressing all requirements, acknowledging feedback and assessing requests
- Provide specialised and complex advice to stakeholders of the service
- Remain up to date with food safety, food innovations, and industry changes, and implementing such changes in order to achieve improved food and service standards
- In conjunction with the Disability Services Coordinator undertake business development in terms of growth and expansion of the customer base, and extension of the service to provide external catering to the wider community
- Menu development and food costing
- Sourcing, storage and usage of food products
- Development and oversight of other food-related services that generate revenue and raise Uniting's profile.

Quality & Risk Management

- Evaluate the risks associated with each supported employee position and take appropriate action to control the risks associated with the program or service
- Ensure that supported employees work in a safe, healthy and supportive environment in accordance with all appropriate legislation and regulations

Position Description

Food Services Supervisor

- Provide regular information to the Disability Services Coordinator for inclusion in supported employee goal and professional development planning
- Identify opportunities within service area for enhanced training and development opportunities for supported employees
- Monitor ongoing workload requirements with the service area and provide the Disability Services Coordinator with up-to-date supported employee vacancies and/or excess

People & Teams

- Provide training and support, work allocation and supervision to supported employees and volunteers within the service area.
- Work with the Disability Services Coordinator to assist supported employees to develop and meet work plans.
- Promote and maintain a positive, respectful and enthusiastic work environment.

Legal Requirements & Risk Management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Person Specification

Qualifications

- Minimum Certificate level in Food Technology, or Hospitality, or a similar relevant qualification (Essential)
- Degree in a relevant discipline e.g. Nutrition, Education (Desirable)
- Certificate level or above in Community or Disability Services, or a willingness to obtain (Desirable)

Position Description Food Services Supervisor

Experience

- Relevant and transferable experience in food services, and/or hospitality and/or catering operations (Essential)
- Experience within the disability sector (Desirable)
- Relevant and practical experience in teaching/coaching individuals and groups (Desirable)

Core Selection Criteria

- **Values alignment:** Ability to demonstrate and authentically promote Uniting's values.
- **Experience:** Relevant and practical experience in teaching/coaching, and relevant and transferable experience in food services, and/or hospitality and/or catering operations.
- **Organisational skills:** Excellent organisational and time management skills with the ability to prioritise, plan and organise work effectively and efficiently.
- **Autonomy:** Demonstrated ability to work flexibly, independently and co-operatively in a dynamic workplace environment.
- **Communication skills:** Well-developed interpersonal, relationship building, written and verbal communication skills including the ability to communicate with a diverse range of stakeholders.
- **Problem solving skills:** Demonstrated ability to problem solve, prioritise, plan and organise work effectively and efficiently.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: