



Reynard Street
Neighbourhood House

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Volunteer Position Description

Barista & Cafe all-rounder Volunteer

POSITION DESCRIPTION

Employer: Reynard Street Neighbourhood House Incorporated (RSNH)

Location: 104a Reynard St Coburg 3058

Role structure: 2-4 hours on Wednesday and Thursday each week

ABOUT THIS ROLE

Reynard Street Neighbourhood House (RSNH) is a welcoming, inclusive and vibrant community centre in Coburg that offers a range of programs, services and events to support local residents.

We are currently seeking a motivated and friendly Barista and Cafe all-rounder to support RSNH Community Cafe. The role will focus on making quality coffees, providing friendly and hospitable service, as well as making sure the coffee machine and cafe space is clean, organised and well-stocked at all times.

The Cafe operates from Tuesday-Friday, with assistance needed during busy periods, in particular on Wednesday and Thursday during Community Playgroup sessions.

KEY RESPONSIBILITIES

- Existing barista experience is required
- Ensure the provision of quality customer service, according to the requirements and satisfaction of the organisation
- Be responsible for opening / closing procedures of the Cafe
- Making quality coffees
- Maintain the coffee machine, equipment and area to a high standard
- Taking cash sales and operating POS
- Ensure that hygiene standards comply with organisational and statutory requirements.
- Resolve basic customer complaints, referring more complex complaints to the House Coordinator
- Comply with relevant OH&S legislation, the RSNH OHS Policy and Procedures at all times.

WHAT WE'RE LOOKING FOR

- Friendly and approachable communication style



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- Reliability and punctuality
- Proven experience and diligence in working safely at all times, complying with all RSNH OH&S procedures and policies corresponds
- Good knowledge of IT programs, including Word and Excel
- The ability to initiate and act accordingly with what is needed
- Good knowledge of safe working requirements
- The ability to plan and direct work as part of a team
- The ability to work positively with diverse groups of people; cultural and language groups, physical and all abilities
- Self-motivated, autonomous and able to work safely with limited direct supervision
- Willingness to demonstrate respect towards others who are also using the house.

OTHER CONSIDERATIONS

- A **current Working With Children Check (WWCC)** or willingness to obtain one
- A current **Victorian Police Check** or willingness to obtain one
- Volunteer induction and training will be provided
- Opportunities for skill development and role expansion may be available over time

TO APPLY

Please apply via <https://www.socialplanet.com.au/volunteer/apply?acc=6645> with an attached resume and addressing all required questions.