

Position Description

Café Assistant / Kaiawhina Kawhe

Reports to Café Manager

Service/Team Odyssey Cafe

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

We are known for providing effective, evidence-based services that support wellbeing. We want tāngata whai ora (people seeking wellness) to have options to access the support they need in ways that work for them.

Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia,
Tuia te muka tangata ki te pou tokomanawa
Ka tū mana motuhake; Ka nohohere kore I ngā waranga me ngā wero mui o te ao

People, whānau and communities are connected and supported to live the lives they want; free from drug, alcohol and other addiction challenges

Tō Tātou Aronga | Our Purpose

E hangaia e mātou he whare tumanako me ngā wāhi haumarua ka āhei I a tangata te eke ki angitu kia whaiwhakaaro ai, kia puawai, katahi ano hoki, ka herea ai te muka tangata ki a ia anō, ko te mea kē ka puta te ira tangata ki te wheiao ki te ao mārama

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future

Ngā poupou | Our pillars

Tika | Trust **Pono** | Honesty **Kaitiaki** | responsibility **Manaaki** | Concern **Aroha** | Love

Position Purpose

- To positively contribute to the café and catering food service, building business to ensure financial sustainability of the Odyssey Café.
- Support training of young people who are experiencing challenges to employment.
- In this position, a commitment to upholding Odyssey’s core values and supporting people experiencing challenges to employment is essential.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Deliver an exceptional café service</p> <ul style="list-style-type: none"> • Support the day-to-day operations of the Odyssey Café • Assist in the preparation and presentation of food for café and catering services as required • Provide barista and front of house support as required • Ensure Odyssey Café catering functions are provided with care and quality • Maintain high levels of security regarding stock and point of sale activity • Assist in creating a warm, friendly and respectful café environment • Manage any customer service-related issues in an appropriate and professional manner <p>Provide a supportive learning environment for trainees</p> <ul style="list-style-type: none"> • Contribute to the creation of a collaborative, supportive work environment for staff and trainees • Promote positive attitudes and behaviours related to recovery from addiction and other personal wellbeing challenges • Role model appropriate work behaviours • Support and coach trainees in hospitality and job skills, in line with the Odyssey Café training programme and plan • Create and maintain positive and effective relationships with staff and trainees 	<p>Food maintenance, preparation and presentation standards are high and meet health & safety requirements and the expectations of the Café Manager</p> <p>Customers express satisfaction with food, coffee and quality of service.</p> <p>Customer service-related issues are handled appropriately and escalated as required to the Café Manager</p> <p>A collaborative, supportive engaging training environment is provided to all trainees</p> <p>Trainees express satisfaction with hospitality and job skills training provided. Learning provided is in line with the Odyssey Café training programme and plan</p> <p>Trainees exhibit positive attitudes and behavioural changes related to their recovery from addiction and other personal wellbeing challenges.</p>

Area of Responsibility	Performance Measures
<p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including client/whai ora, whānau and other employees • Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required • Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. <p>Treaty of Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role <p>Professional Development</p> <ul style="list-style-type: none"> • Be proactive in own professional development and attend relevant organisational training as required <p>General</p> <ul style="list-style-type: none"> • Attend and contribute actively to team meetings • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<ul style="list-style-type: none"> • Risks (including Health and Safety, compliance and maintenance) are identified and reported • Plans are put in place to resolve and/or mitigate potential problems as required • Issues are escalated to relevant manager as required • Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant • Follows correct protocols when using safety equipment • Workplace hazards are identified and plans are put in place to reduce/eliminate these or the matter is escalated to the relevant authority <p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role</p> <ul style="list-style-type: none"> • Has an individual development plan which is implemented • Attends organisational training required for role <ul style="list-style-type: none"> • Regular attendance at team meetings and makes useful contributions • Work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> Odyssey employees 	<ul style="list-style-type: none"> Programme trainees / Clients / tangata whaiora External suppliers as required Café customers

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> Relevant experience and/or qualifications in the hospitality sector Food hygiene and safety certification or the commitment to obtain certification Experience of working in the social services, addictions and/or mental health sectors (ideal) Understanding of and interest in Odyssey's work Full Current New Zealand Drivers Licence
Skills and Abilities
<ul style="list-style-type: none"> Enjoys making and presenting delicious, visually appealing food options and experimenting with the food offered to meet customer preferences Can make great coffee (or is open to learning) Able to share and demonstrate skills to trainees. Experience in working with young people (paid or voluntary) - Preferable Social enterprise experience (paid or voluntary), or a demonstrated interest in working for organisations with a social purpose - Preferable Strong interpersonal and communication skills Ability to establish and maintain effective relationships with a range of stakeholders Ability to work under pressure, complete work on time and to a good standard Ability to work with limited supervision Demonstrated cultural sensitivity and rainbow diversity awareness Willingness to consider other viewpoints and adjust decisions as appropriate Self-motivated and ability to take initiative Ability to adapt to changing circumstances Ability to show discretion and tact High regard for confidentiality and security, including client information Ability to deal with conflict and challenging situations Fluency in English Ability to acknowledge own limitations and be proactive with own self-development

Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora

Tika Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins all actions
Kaitiaki Responsibility	Achieves and surpasses goals
Manaaki Concern	Empathic and interested in the wellbeing of others
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with clients/whai ora and whānau

‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level - Essential
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> • Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information • Works in partnership with people accessing services and is mindful of the impact of power differentials • Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whānau • Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment
Working with Māori	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora with	<ul style="list-style-type: none"> • Greets Māori people using te reo Māori greetings • Respects and uses te reo Māori correctly & when appropriate

	mental health and addiction needs	<ul style="list-style-type: none"> • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake • Asks whai ora and whānau what they need and provides information in English and Māori • Understands the importance of whakapapa and different roles within whānau • Supports Māori whai ora to identify and involve people who are important to them
Working with whānau	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	<ul style="list-style-type: none"> • Demonstrates understanding that in many cultures, a person's identity is embedded and connected to whānau rather than their individual selves • Welcomes, establishes positive rapport and shares relevant information with whānau • Sensitively asks about support needs related to being a parent as appropriate to role
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Understands 'community' in the broadest sense and that the concept of community is dynamic and evolving • Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi • Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities people accessing services identify with, and supports them to connect with and participate in communities of their choice • Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> • Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities • Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> • Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi

		<ul style="list-style-type: none"> • Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role • Upholds the principles set out in the UN Convention of the Rights of the Person, including the right to autonomy, self-determination, to be free from coercion and to be treated in a non-discriminatory way • Provides information to people about their rights and in a way that supports them to understand • Ensures people know about relevant feedback and complaints processes • Maintains and stores records in accordance with legal and professional standards
<p>Maintaining professional & personal development</p>	<p>Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> • Reflects on own work and practices to identify strengths and areas for further development • Seeks and takes learning opportunities to achieve professional development goals • Looks after own wellbeing and contributes to a safe and healthy workplace • Communicates effectively with a diverse range of people • Engages with colleagues to give and receive constructive feedback • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team