

Position	Barista Mish Kiosk	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Qualified Barista • Demonstrated experience in café management • Demonstrated ability to effectively engage and communicate with vulnerable people groups • Working with Vulnerable People check • National Police Check (Required for all roles at City Mission) • Proficiency in MS Office applications and ability to maintain online systems <p>Desirable:</p> <ul style="list-style-type: none"> • Certificate IV in Hospitality, Youth Work or other relevant qualification • Workplace Level 2 First Aid Certificate • Experience in promotion, marketing and community engagement • Ability to maintain professional relationships with clients, City Mission workers and stakeholders • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos • Demonstrated ability to work unsupervised • Positive history of following organisational Policy and Procedure 	
Summary of Role (inc. Role Purpose)	<p>The Mish is City Mission’s Youth Service, supporting young people aged between 13 and 25 to engage socially or with education and employment.</p> <p>The Barista will ensure the ongoing functioning of the Mish Coffee Kiosk social enterprise, including general management and training and mentoring of young people in Barista skills.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Kiosk Service and Management	<ul style="list-style-type: none"> • Provide an exemplary customer experience • Prepare and provide high-quality café beverages • Monitor and manage product quality • Process transactions and maintain the POS system • Manage stock • Build community investment in kiosk social enterprise • Monitor, maintain and manage all kiosk resources, including signage, publications and equipment 	<ul style="list-style-type: none"> • Customers are greeted and served promptly • Customers demonstrate feeling respected and valued • Products provided are consistently of high quality • POS systems are accurate and up to date in real-time • Adequate stock levels are maintained to supply demand • Wastage is below 10% • Kiosk is promoted regularly resulting in increasing sales • Resources are up to date and aligned with industry standard
Mentoring and Barista Training	<ul style="list-style-type: none"> • Provide training in Barista skills, customer service and cafe management • Utilise outcomes planning and measurement tools • Maintain a client-centered approach, establishing goals and objectives in negotiation with clients • Resource clients to identify and overcome barriers that hinder 	<ul style="list-style-type: none"> • Trainees demonstrate increased knowledge, skills and confidence in hospitality • Required outcome measurement tools are completed with client input on a regular basis • Clients feel safe, validated and respected; relational capital is built • Clients grow and demonstrate self-efficacy

	<p>success</p> <ul style="list-style-type: none"> • Support clients to engage with further education and training • Support clients to engage with employment and/or volunteering • Utilise “mutual exchange” methodology • Communicate with clients effectively and respectfully as required 	<ul style="list-style-type: none"> • Clients access and attempt new experiences • Clients engage with meaningful education, employment or other activities beyond the service • Clients demonstrate responsibility and compassion toward others • Clients express feeling validated and supported
City Mission and The Mish Youth Service – Organisation Engagement and Development	<ul style="list-style-type: none"> • Provide training in hospitality and customer service to youth ‘at risk’. • Assist with job readiness and the exploration of job opportunities • Share knowledge and model barista skills, customer service and enthusiasm to trainees. • Assist trainees to build partnerships with mentors and other support networks 	<ul style="list-style-type: none"> • Appropriate level of supervision is provided to trainees at all times. • Trainees demonstrate increased knowledge, skills and confidence in using barista equipment. • Trainees demonstrate a commitment to enthusiastic and professional customer service. • Trainees experience opportunities to gain regular voluntary or paid employment.
Work Health and Safety	<ul style="list-style-type: none"> • Ensure cleanliness and maintenance of kiosk facility • Ensure kiosk adherence to relevant licensing and legislation requirements • Facilitate equipment repairs and maintenance 	<ul style="list-style-type: none"> • Kiosk is clean, and equipment has longevity • Council inspections are passed, and reparations are made within required timelines • Kiosk equipment is operated and maintained according to standard operating procedure
Administration	<ul style="list-style-type: none"> • Online systems are accurate and up to date in line with CM policy 	<ul style="list-style-type: none"> • Information systems are accurate and up to date always

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that ethical actions will bring good results.
Justice	We take personal responsibility to uphold what is pure, right and true.
Compassion	We invest whatever is necessary to heal the hurts of others.
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We express joy in our work as we give it our best effort.