



Robinson Reserve Neighbourhood House

ABN: 33 220 574 847

104A Reynard St Coburg, VIC 3058

www.rrnh.org.au

Ph: 9386 7128

Fax: 9386 0728

Email: coordinator@rrnh.org.au, admin@rrnh.org.au

Volunteer Barista

Position Description

Employer: Robinson Reserve Neighbourhood House Incorporated (RRNH)

Location: 104a Reynard St Coburg 3058

Role structure: Volunteer hours will vary depending on availability. 4 hours a week minimum.

Collective Agreement and Conditions of Employment: RRNH is a signatory to the Neighbourhood Houses and Adult Community Education Centres Agreement 2016.

Organisation Overview

Robinson Reserve Neighbourhood House was established in 1988. The organisation operates autonomously as an Incorporated Non-profit Association and is governed by a Committee of Management (CoM). RRNH is a respectful, inclusive and welcoming local 'hub' space empowering growth, sharing, learning, fun and togetherness. In partnership with other organisations, we create local opportunities and encourage initiatives which enhance resilience, connectedness and well-being for people in our community.

RRNH provides a wide range of services both at the neighbourhood house and, at times, elsewhere in the neighbourhood. These include (but are not limited to) programs or projects in: adult community education, personal health (e.g. Pilates), participation through volunteering, social inclusion, job readiness, support for pre-school children and their families (especially through community and agency playgroups), music and song, community art, foreign languages, local sustainability, community resilience and skill sharing, self-help, advocacy and social activity to reduce isolation.

Context for this Position

As part of our new Sensory Garden Project, RRNH will be installing a portable Coffee Cart to provide our visitors with espresso coffee while participating in the other activities and services that our Neighbourhood House offers. The role will focus on making quality coffees, providing friendly and hospitable service, as well as making sure the coffee cart is clean, organised and well-stocked at all times. Free training will be provided for volunteers.

Our ideal candidate must be at least one morning a week from 9am – 1pm.

Organisational Relationships

Reports to: Coordinator



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Key Responsibilities

- Ensure the provision of quality customer service to the requirements and satisfaction of the organisation
- Be responsible for opening / closing procedures of the Coffee Cart
- 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 RRNH OHS Policy and Procedures at all times.

Required Skills/Attributes:

- Café and coffee making experience required
- A friendly and accommodating demeanour
- A positive work ethic; responsible, punctual and reliable
- Have or be willing to obtain a Working with Children Check
- The ability to work positively with diverse groups of people
- The ability to work safely with limited direct supervision

Required Attachments to Accompany a Volunteering Request

Please send your resume with your application to admin@rrnh.org.au.

Reporting Coordinator:

Lucy Eames - Robinson Reserve Neighbourhood House Coordinator