



POSITION DESCRIPTION

Community Brew Operations Coordinator

Position Details

Position:	Community Brew Operations Coordinator Fixed Term Part Time position – minimum 15 hours per week (6-month probationary period)
Classification:	SCHADS 3.1 Social, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017

Organisation Information

Vision

Reduce the prevalence and impact of gender-based violence in our communities.

Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services
- Challenging social norms and structures that enable people to use violence/enable the use of violence.
- Building awareness and capacity within the community
- Encouraging egalitarian relationships.

The Organisation

You will find detailed information about the organisation on our website www.dvac.org.au

Equal Employment Opportunities

DVAC is committed to encouraging diversity in our workplaces. We encourage people who identify as Aboriginal or Torres Strait Islander, have a disability or come from different cultural backgrounds to apply for this role.

Position Summary

DVAC is introducing a new social enterprise initiative, Community Brew, as part of our ongoing commitment to supporting survivors of domestic, family, and sexual violence. Community Brew utilizes a purpose-built trailer fitted out with everything needed to produce barista standard beverages and basic food.

The Community Brew Initiative will operate as a social enterprise offering professionally made beverages and food in the Ipswich area. This initiative will also provide an opportunity for women who have experienced domestic, family, and sexual violence to build their skills in customer service, work readiness, barista and food handling. All proceeds will be used to support adults and children who have experienced domestic, family and sexual violence.

The Community Brew Operations Coordinator role will work alongside the Business Services Team Leader to ensure the coffee trailer is ready to launch by December 2023 and will then be responsible for the ongoing daily operation of the trailer including preparation of barista standard hot beverages, customer service, stock control, staff rostering, cleaning, and transport of the trailer to various locations.

Key Responsibilities

Implementation

- Progress implementation actions on Initiative project plan under direction from Business Services Team Leader
- Procurement of relevant stock and equipment
- Selection and set up of Point-of-Sale (POS) equipment.
- Ensuring compliance with relevant licensing and food safety regulations

Ongoing Operation

- Interacting with customers and taking orders
- Using the coffee machine and other kitchen machinery to prepare beverages.
- Stock control and procurement
- Cleaning necessary to maintain food hygiene and safety standards.
- Reconciliation of POS receipts
- Supervising and rostering staff
- Transporting trailer to relevant locations

Accountability

All employees at DVAC are required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework
- Working as a member of the staff team
- Utilising consultative and collaborative processes.

The Community Brew Operations Coordinator reports to the Business Services Team Leader and operates with a reasonable degree of autonomy. Accountability is also required to the broader staff service users and stakeholders, CEO and the Board as well as the employing body.

Requirements

- Proven experience in hospitality & customer service (minimum 3 years) – experience with mobile coffee vans/trailers highly desirable
- Accuracy & speed, skill, flair and dedication to making excellent coffee.
- Knowledge of beans, machine & grinder operation
- Sound knowledge of P.O.S system
- Willingness to work early mornings.
- A positive outlook with a firm can-do-attitude
- Excellent communication skills with the ability to create a positive culture and working environment.
- Ability to work autonomously, using initiative and creativity within the role specifications.
- Current driver's licence, Blue Card & Covid Vaccination (or medical exemption)
- Committed to the National Standards for Child Safe Organisation
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

- Refer to the Level 3 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Personal Attributes

- Passion for working in a values led organisation and working collaboratively in a rapidly changing, intensive, crisis driven environment
- Ability to remain calm and respond in an empathic and professional manner to all.
- Commitment to the privacy and confidentiality of all stakeholders
- Effective decision making, professional judgment and ethical behaviour.
- Ability to engage in honest, transparent, reflective, and accountable undertakings at all times.
- Agility and flexibility.