



*Providing professional and caring support to individuals and families throughout County Clare*

Clarecare is a professional social enterprise with charitable status, providing a range of people centred social services to individuals and families in County Clare for over 50 years. Current services provided include Family Support, Elderly Care Services, Counselling and Bushypark Residential Addiction Treatment Centre. Clarecare's headquarters are based in Ennis with local offices in Bushypark, Shannon, Kilrush, Killaloe and Ennistymon. Further information is available on [www.clarecare.ie](http://www.clarecare.ie) [www.bushypark.ie](http://www.bushypark.ie)

## **JOB DESCRIPTION**

### **Barista / Café Assistant – Part-time, fixed term role**

#### **OVERVIEW OF THE ROLE:**

Connect Clare is an exciting new Clarecare venture aiming to reconnect members of the public through conversation and community engagement in a café environment. This venture is being piloted in both Clarecare Centres in Killaloe, Co. Clare and also in the Ogonnelloe Exchange Hub, Ogonnelloe, Co. Clare.

The role of Café Assistant is to prepare and serve a range of simple hot and cold foods including pastries/snack, drinks, etc and to deliver friendly customer service.

**JOB RELATIONS:** The Café Assistant will report to a relevant Line Manager designated by Clarecare and work as part of a team. The CEO has overall responsibility for Connect Clare Cafes.

**HOURS OF WORK:** Saturday's from 10 a.m. to 3.30 p.m. inclusive. Flexibility is required regarding your work hours.

**DURATION OF CONTRACT:** As this is a pilot project, the duration of these positions is initially for 6 months pending review.

**ANNUAL LEAVE:** 8% of the hours worked.

**JOB LOCATION:** This Café Assistant position is based at the Ogonnelloe Exchange Hub, Ogonnelloe, Co. Clare.

**TRAVEL FOR WORK:** You may, if required, be assigned by the Chief Executive Officer or designate; to the organisation's other places of business/centre locations so flexibility and willingness to travel is required. You will be required to use your private car to travel for work purposes and must indemnify Clarecare on your private motor insurance policy in respect of same.

**RESPONSIBILITIES OF THE POSITION:**

**General Responsibilities:**

- To be accountable to a relevant Line Manager designated by the CEO.
- To adhere to Clarecare's policies, procedures, protocols in relation to all work within Clarecare.
- To work as part of the wider Clarecare structure and carry out duties as required.
- To attend and participate in meetings with your designated Line Manager or designate.
- To engage in continuing professional development opportunities.
- To maintain professional boundaries in all work with clients.
- To perform such other duties appropriate to the position as may be assigned to you.

**Specific Responsibilities:**

- Ensure the Café environment is pleasant and welcoming and maintained in a clean and tidy manner.
- Prepare, assemble and serve a range of simple hot and cold snacks and drinks e.g. sandwiches, scones, homemade treats, etc and to deliver an excellent catering service.
- Take part in Barista training and any other relevant training requirements.
- Ensure the highest standard of cleanliness and hygiene in and around the café and kitchen areas.
- Will work in a hot kitchen environment with peak busy times.
- Actively promote and sell the Café products and services.
- Serve customers in a pleasant and courteous manner.
- Stock management and merchandising experience. Conduct stock checks and maintain accurate records.
- Undertake administrative functions and maintain accurate records.
- Experience of operation of point of sales terminals and reconciliation of daily banking
- Keeping accurate timesheets daily/weekly.
- Check orders and deal with deliveries.
- Clean the kitchen/café area including clearing tables and washing up. Also, cleaning toilets in accordance with protocols/health & safety guidelines, etc
- Retain cleaning and temperature records where relevant.
- Where relevant, ensure any risk assessments are complied with and participated in.
- Maintaining such records as are required by your Line Manager/designate/Clarecare.
- Undertake routine maintenance and cleaning duties and report any health & safety/maintenance issues to your Line Manager or designate.
- The above list is illustrative, not exhaustive. Accordingly, there may be a requirement to undertake additional duties, consistent with the level of the post, as directed by management.

## **REQUIREMENTS/QUALIFICATIONS FOR THE POSITION**

### **Essential Requirements:**

- Basic Food preparation course and/or current HACCP Food Safety Certification.
- Minimum of 1 years' experience preparing/assembling and serving food & drinks in a similar customer service environment/role.
- Manual Handling current certification or willingness to undertake such training.
- Demonstrate effective verbal and written communication skills with your colleagues, members of the public, etc.
- Be aware of current Health and Safety requirements and to take responsibility for your own safety and the safety of others who may be affected by your acts or omissions at work
- Demonstrate excellent organisational skills as the role requires the capacity to work in a demanding post; managing time, commitments and priorities effectively.
- Experience of completing records/reports and confident knowledge and use of Microsoft Office.
- Ability to work as part of a team and to use one's own initiative when required.
- Ability to maintain the principles of confidentiality in all areas of work.
- Ability to foster good working relationships with team members and the public.
- Ability to always maintain professional and personal boundaries and adhere at all times to Clarecare's Guidelines & Code of Conduct for Staff.
- A positive 'fit to work' medical.
- A positive Garda Vetting Disclosure through Clarecare.
- Two positive references from current/most recent employer(s).
- Use of own vehicle for work purposes, full clean driver's licence and willingness to indemnify Clarecare re using your car for business purposes.

### **Salary:**

The hourly rate of pay commensurate with experience is maximum €12.81 gross per hour worked and is subject to PAYE, USC, etc. Salary is paid monthly via EFT to a nominated bank account.

**NOTE:** This job description is provided as a guideline. Unforeseen policy changes or emerging needs of the Service, may create additional/new demands on the post, thus requiring the post holder to fulfil those demands.