

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Café Assistant			
Reports to	Kitchen Manager/ Kitchen Team Leader			
Location	Lower Hutt			
Department	Food Services			
Direct Reports	N/A		Total FTE	1
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date				
Salary band (indicative)*				

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Provide excellent customer service
- Serve coffee, tea, speciality beverages and food to customers in a busy café environment
- Properly handle and maintain all equipment
- Accurately operate the till and handle cash
- Basic food preparation such as sandwiches and smoothies
- Cleaning and sanitising kitchen equipment
- Carrying out all tasks in a timely manner
- Provide a high level of patient/customer satisfaction through efficient and timely performance of tasks

Key Result Area	Expected Outcomes / Performance Indicators
Customer Focus	<ul style="list-style-type: none"> • Acts with customers in mind • Establishes and maintains effective relationships with customers and staff
Working with others	<ul style="list-style-type: none"> • Encourages those around them • Collaborates to achieve shared goals • Can motivate and empower team members • Is a clear communicator • Maintains two-way dialogue with others • Shares ownership and visibility • Foster good working relationships with all food service and customers
Ethics and Values	<ul style="list-style-type: none"> • Acts in line with DHB values
Time Management	<ul style="list-style-type: none"> • Prioritizes tasks • Can multitask when needed • Problem solves • Can effectively cope with change
Integrity and Trust	<ul style="list-style-type: none"> • Trustworthy • Reliable and dependable • Maintains confidentiality • Accountable for self and work
Interpersonal Skills	<ul style="list-style-type: none"> • Exercises self-awareness • Respectful of others • Empathy and understanding of others' perspective, background and actions • Clearly communicate ideas that make sense to others • Relates well to all people • Builds constructive and effective relationships • Uses diplomacy and tact • Motivated and passionate about working and achieving results
Decision Quality	<ul style="list-style-type: none"> • Uses experience and knowledge to make informed decisions • Receptive to feedback • Understands how to separate and combine tasks into efficient work flow.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Relationships

External	Internal
<ul style="list-style-type: none"> • Customers, Suppliers • Suppliers 	<ul style="list-style-type: none"> • Staff, Supervisors, Maknagers • Supervisors, Managers

About you – to succeed in this role

You will have

Essential:

A. Knowledge, Skills & Experience:

- Barista training and experience
- High time pressured environment
- Customer service
- Food presentation and basic preparation
- Physically fit

B. Preferred Professional Qualifications / Accreditations / Registrations:

- Food hygiene
- Barista

C. Someone well-suited to the role will place a high value on the following:

- Positive and proactive approach to workload
- Able to record and understand written information clearly and accurately
- Flexibility and adaptability
- Able to communicate with a diverse range of people
- Efficient time management and organisational skills
- Completing tasks to a high standard

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.

- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*