

Position title:	Community Kitchen – Guest Experience Team Leader	Commitment requested:	Community Kitchen is held every 2 nd Wednesday. This position requires a regular commitment to leading the guest experience and floor operations from 9.00am to end of pack-up (usually between 3.30pm and 4.00pm)
Report to:	Community Engagement Practitioner	Location:	Auburn Centre for Community 44A Macquarie Road, Auburn NSW 2144

About Settlement Services International (SSI)

Settlement Services International is a community-based, not-for-profit humanitarian organisation providing a range of services in the areas of refugee and migrant settlement, accommodation, asylum seeker assistance, multicultural foster care, disability support, employment services and youth support in NSW.

Our vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their potential.

At SSI, we value:

- Social justice – Equity and access for all
- Diversity – Respecting diversity and being non-discriminatory
- Compassion – Caring, empathy and respect for the dignity of others
- Respect – Co-operation and mutual respect

In delivering our services, we value:

- Quality – Dynamic, flexible and responsive service
- Ethics – Professional practices and accountability
- Innovation – Commitment to partnerships and excellence

Purpose:

The SSI Community Kitchen offers a space for guests to share a meal and experience multicultural Australia. It's a place for guests to have fun meeting new people, practise their English, and participate in music and sporting activities. The Community Kitchen (CK) provides a place for guests to interact with the broader Australian community and access specialist service providers, information and skills development.

The Guest Experience Team Leader will lead a team of CK volunteers, in collaboration with the Kitchen Team Leader, to facilitate an enjoyable guest experience for participants.

Specific duties and responsibilities:

- Manage a team of volunteers working on the floor; this team could include a combination of community and corporate volunteers, clients and SSI staff
- Coordinate the set-up and pack-down of the main hall including the AV system
- Follow the run sheet for the day and set up activities accordingly
- Coordinate the set-up and pack-down of outdoor activities
- Resolve technical difficulties throughout the day
- Facilitate volunteer and guest introductions
- Ensure new guests are given an introduction to the Community Kitchen and the Auburn Centre for Community

- Conduct a rough head count and liaise with the chef/kitchen leader to assist with portion control and lunch service timing
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by the Community Engagement Practitioner

Position Requirements:

Background checks	Working with Children Check <input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> Reference Check <input checked="" type="checkbox"/> <i>(N.B. The police check will be paid for by SSI)</i>
Essential	<ul style="list-style-type: none"> • Personable, friendly and outgoing in nature • Excellent communication skills • Strong leadership skills/supervisory experience • Confident engaging with people from diverse backgrounds • Ability to work in a fast-paced environment both independently and as part of a team
Desirable	<ul style="list-style-type: none"> • Previous hospitality experience would be advantageous • Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds • Proficiency in a relevant community language would be advantageous: Arabic, Dari, Farsi, Tamil or Rohingya

Benefits:

Reimbursement: Volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses. Volunteers using their own vehicle will need to provide SSI with photocopies of their driver's licence, comprehensive car insurance and current car registration.

Training: Volunteers will be provided with access to SSI's flexible, extensive and innovative training program.

Being a member of the SSI Community: Volunteers will be kept up-to-date with all of SSI's important news, events and opportunities.

Authorisation:

Volunteer name _____

Volunteer signature _____ Date _____

Volunteer program signature _____ Date _____