



<b>POSITION TITLE:</b>	<b>Manager – Tasty Plate</b>
<b>POSITION NUMBER:</b>	<b>RE012</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>Grade 7 (Supported Employment Services Award 2010)</b>
<b>TEAM/DIVISION:</b>	<b>Tasty Plate Catering, Realise Enterprises Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## DIVISION AND PROGRAM OVERVIEW

Realise Enterprises, a division of Brophy Family & Youth Services, seeks to support people who have a disability to lead meaningful lives. The Division recognises & builds on people's individual strengths & potential for growth. It aims to provide a pathway to independence & participation and achieves this by:

- Operating an innovative range of services that unleashes the remarkable potential in people who have a disability;
- Providing the stepping stones to success by ensuring individual strengths will be realised to enable everyone to be the best they can be;
- Providing a supportive social and educational environment where our customers can receive tailored personal development skills; and
- Motivating everyone to flourish and become contributing citizens who participate in community life.

Realise Enterprises stands for:

- Opportunity (realising potential);
- Encouragement;

- Empowerment;
- Innovation;
- Respect and
- Inclusion.

## PROGRAM

Tasty Plate is a social enterprise catering business that delivers a fresh, vibrant and healthy approach to food and service in an environmentally sustainable way. Through the business, people with disability are offered a placement in either structured workplace learning or may have a supported employment position. The business is founded on the principles of social justice & social inclusion and operates within the philosophy of the social model of disability.

## PRIMARY PURPOSE OF ROLE

The Manager is responsible for the overall operations of Tasty Plate. This includes the supervision of chefs, kitchen attendants, supported employees and structured workplace learning participants and ensuring the operations of the commercial kitchen conform to state and federal standards of health, hygiene & food safety. This position also involves working collaboratively with individuals to ensure the skill development of 'fee-paying' customers purchasing a service in Tasty Plate's program.

They must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services and the Realise Enterprises Division of 'social model of disability'.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Manager is required to subscribe to the Realise Enterprise Divisions' philosophy that people who have a disability have a right to engage in meaningful career & lifestyle choices and understand that the needs of all people are best met when the conditions of their everyday lives are the same as or as close as possible to norms and patterns which are valued by the general community.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of Tasty Plate services.

## REPORTS TO

This position reports to and is supervised by the Executive Manager, Realise Enterprises Division.

## KEY RESPONSIBILITIES

### Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally;
- Participate in supervision and professional development as negotiated with Line Manager;
- Participate actively in team meetings and planning days to ensure quality service delivery; and
- Participate in Realise Enterprises training opportunities to ensure support is delivered in line with the division's philosophy and social model of disability.

### Technical Skills

- Provide effective leadership and management to the Tasty Plate team.
- Operate all equipment used by team members of the Tasty Plate team.
- Demonstrate commercial awareness of the hospitality industry, understanding what makes a business successful and appreciating factors that influence success.
- Plan, organise and develop food services, while meeting customer expectations, food & hygiene standards & financial targets.
- Manage the menu planning, food costs, purchasing & quantity control.
- Liaise with suppliers and Tasty Plate customers.
- Develop, implement & monitor Tasty Plate Food Safety Plan.
- Plan staff shifts and rosters.
- Ensure health & safety regulations are strictly observed.
- Monitor the quality of the product and customer service provided.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the Tasty Plate business.
- Ensure a professional standard of service to 'fee-paying' customers purchasing support according to the philosophy of Brophy Family & Youth Services and the Realise Enterprises Division.

### Customer Service

- Demonstrate personal attentiveness and cultural sensitivity while maintaining an honest and friendly rapport with customers, colleagues and suppliers.
- Develop and maintain effective relationships with both Tasty Plate customers and 'fee paying' customers and supported employees to ensure needs are met.
- Demonstrate an understanding of the philosophy and service model of the Division.
- Exhibit highly developed communication & customer service skills.
- Positively promote Realise Enterprises, Tasty Plate and BFYS throughout the region.

### Continuous Quality Improvement

- Understand and apply quality control techniques relevant to a commercial kitchen environment.
- Participate in business & program evaluation activities that promote advantaged thinking and contribute to improved outcomes for all involved with Tasty Plate.
- Participate in and contribute to BFYS quality improvement processes to meet service and accreditation standards.

### Team Work and Communication

- Lead, motivate and support the Tasty Plate team.
- Exercise good interpersonal and communication skills.
- Communicate effectively with all personnel and management, as well as external customers, partners and suppliers.
- Support a team approach within Tasty Plate, Division and potential partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Demonstrate ability to work autonomously & within a group to achieve team goals.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency and Divisional objectives.
- Participate in consumer participation activities within the Realise Enterprises Division.
- Be prepared to work with/in other areas of the business as the work demands.
- Undertake other appropriate duties as directed by the Line Manager.

### Administration and Documentation

- Take responsibility for accurate, confidential and timely record keeping, filing and general maintenance of customer information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant business planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to in relation to working with people who have a disability, including the complaints handling procedures and methods for responding to critical incidents.
- Ensure all relevant policies and procedures are implemented and adhered to in relation to the Tasty Plate Catering business.

## **GENERAL RESPONSIBILITIES**

- Adhere to Brophy Family & Youth Services Code of Conduct, and a combination of Agency and Realise Enterprises divisional internal policies and procedures;
- Actively participate in all required supervision, annual performance management, professional development and training activities as requested by Line Manager;
- Participate in and contribute to a culture in a learning organisation environment;
- Participate in and contribute to Brophy Family & Youth Services' quality improvement processes and other activities in Realise Enterprises to meet service and accreditation standards;
- Participate and contribute to the division's culture of equality and fairness as documented under organisational responsibilities and accountabilities;
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems; and
- Demonstrate and commit to Brophy's organisational values and divisional social model of disability and model these values daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties may be amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Hospitality trade certificate or equivalent qualification, experience and skill level.
- A current Drivers Licence.

### **Experience, Skills and Abilities**

The successful candidate will have the best combination of the following characteristics:

- An appreciation of fresh food and knowledge of current food trends to deliver innovative and creative catering to a standard of excellence.
- Excellent organisational and management skills including experience in managing and operating a commercial kitchen which includes the supervision of others.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of people.
- Ability to understand, support and work alongside people with a disability.

- Demonstrated leadership skills and ability to facilitate a team approach to achieve service objectives.
- Demonstrated knowledge and understanding of appropriate legislation relevant to the role and the ability to adhere to policy and procedures.
- Ability to use Microsoft office suite of products, along with experience in electronic databases.

**AUTHORISED BY**

NAME: Anna Maloney  
POSITION: Executive Manager – Realise Enterprises  
DATE: April 2021

**ACCEPTED BY INCUMBENT**

NAME: \_\_\_\_\_  
SIGNED: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_