



ROLE PROFILE: VOLUNTEER CAFÉ ASSISTANT

Time Commitment:	Minimum of one shift per week
Reporting To:	Operations and Development Manager or designee
Direct Reports:	-
Supported By:	Volunteers, Café Staff
Starting Date:	ASAP
Application Deadline:	12 pm noon, Monday 26 September 2022

Overview

Founded in 1997, Outhouse is the LGBT+ community resource centre in Dublin. Our vision is of a vibrant and safe space for LGBT+ people, groups, and organisations that are inclusive of the diversity of our communities.

Our mission is to provide a safe space that facilitates and encourages the growth of services and supports the LGBT+ communities.

In all of our work, we are guided by community, equality, and partnership principles.

Before the pandemic approximately 55,000 people per year access our services that include; a drop-in service; sexual health drop-in clinic; personal development courses; peer support groups; a community café; Ireland's only queer library & theatre; office & multi-purpose meeting rooms for hire; information, referral & support services; outreach & training; activities & events.

Reporting to the Café Supervisor, the Volunteer Café Assistant assists in the day-to-day operation of the Outhouse Café. They will provide a safe, welcoming, and inclusive experience for customers and center service users.

Key Responsibilities and Duties

Barista Services

- Provide a Barista service.
- Provide customers with product details, such as coffee blend, preparation and descriptions.

Day-to-day Café Operations

- Preparation and service of food orders.
- Receive and process customer payments.
- Complete opening and closing duties for each shift.
- Assistance with set-up, preparation and serving for catering and special events.
- Ensure the café policies and procedures are followed at all times.

Customer Service/ Front of House

- Greet customers, providing a high level of customer service and engagement.
- Describe menu items to customers or suggest products that might appeal to them.
- Create and maintain a friendly, vibrant, and supportive atmosphere in the café.
- Direct information, signposting, and support queries to reception or frontline service staff.

Hygiene, Health & Safety

- Clean and sanitise work areas, utensils, equipment, service, display, and seating areas.
- Compliance with HACCP, HSE environmental health guidelines, health and safety policy and all related policies and procedures.

Such other duties may be required from time to time.

Note

This role profile is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

Functional Competencies

Essential

Background and interest in food/ hospitality industry.

Knowledge of food preparation.

Good understanding of the principles of food hygiene and preparation.

Excellent customer service and communication skills.

Ability to work as part of a team as well as autonomously.

Desirable

Cash handling experience.

HACCP qualification.

Previous barista experience.

Behavioural Competencies

Teamwork

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos. Willing to participate as a member of the team.

- Treats others fairly and respectfully.
- Maintains good working relationships with colleagues by being honest, reliable, and dependable.
- Expresses own opinion while remaining factual and respectful of other team members' perspectives.
- Support team goals, follow team processes, and contribute to team decision-making.
- Encourages other team members by recognising their contribution.
- Regularly volunteers and participates in activities.

Flexibility and Adaptability

Works effectively within various situations with individuals or groups. Adapts one's approach as the requirements of a situation change; adjusts tasks and priorities when necessary. Accepts that changes in one's role may be required from time to time.

- Adapts effectively to change by accepting that changes in one's role may be required from time to time.
- Adjusts plans or reprioritises in light of changing circumstances or unanticipated problems.
- Can work well with various team members with different styles and skill sets.
- Can think calmly and logically when faced with unexpected situations.
- Is willing to learn and use new technology.

Person-Centred

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Demonstrates an inclusive, caring, and empathetic attitude towards service users.
- Treats all service users with dignity and respect; develops rapport and understanding with service users.
- Co-ordinates with other colleagues and LGBT+ service providers to ensure optimum service is provided to all service users.
- Monitors the needs of service users regularly and makes proposals for improvement.

Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Demonstrates understanding of the LGBT+ sector and their related service/ profession therein.
- Shows an openness, curiosity, and willingness to learn more about the relevant services/ sector.
- Shows an acceptance and inclusion of LGBT+ identities and people in their practice.

Key Relationships

Internal	External
Café Supervisor Deputy Café Supervisor Café Workers and Volunteers	Customers Members of the LGBT+ community

Overview of Practical Arrangements

Volunteering Hours

A commitment volunteer for one shift per week based on the following roster:

M	T	W	T	F	S	S
	10 am – 2 pm					
	2 pm – 6 pm	10 am – 2 pm				
	6 pm – 9 pm	2 pm – 6 pm				

The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name.

Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to privacy@outhouse.ie, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the role, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

Submitting an Application

Please submit a completed application form before the **deadline for applications is 12 pm noon on Monday 26 September.**

Applications should be submitted via the [online application form](#).

We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Candidates should note that canvassing will disqualify them.