

Position Title	Mindcafe Project Coordinator
Responsible to	Service Coordinator
Employment Terms	Fixed Term Contract 6 months subject to probationary period
Salary	Hospitality (General) Award Level 5
Location	Gladstone, Queensland

Background

Collective Action Social Impact Ltd trading as Gladstone Mindcare is a collaboration of committed health and human service organisations and other individuals passionate about improving mental health, alcohol and other drugs support that work collaboratively to enact transformational change for improved health and wellbeing outcomes for the people of the Gladstone region. Our Mission is to promote improved mental health and wellbeing through information, education and connectivity to achieve our Vision of a community that is mentally well, resilient and stigma free. The collaboration has a broad membership across non-government and government agencies. As a collective impact initiative, we bring together research, government and non-government organisations and the community to work collaboratively on initiatives that empower the Gladstone community to achieve measurable improvements in wellbeing.

The two main activities of Collective Action Social Impact Ltd are providing a community gateway (Gladstone Mindcare) and leading and facilitating a collective impact approach as a backbone organisation.

Position Summary

Skilling Queenslanders for Work is funded by the Queensland Government to provide training and support for unemployed and underemployed people. Our Mindcafe project will help develop the skills of participants through the running of our nominated café site. The project will be delivered in partnership with stakeholders and supported by the Service Coordinator and other staff.

The Mindcafe Project Coordinator is responsible for overseeing the café site and overall development of trainees who come from disadvantaged backgrounds, such as young people, mature-age job seekers, Aboriginal and Torres Strait Islander people, people with a disability, women re-entering the workforce, veterans and ex-service personnel, and people from culturally and linguistically diverse backgrounds.

Position Responsibilities

The Mindcare Project Coordinator will have responsibility for the following key tasks:

- Manage the day to day operations of the café, creating an attractive and friendly environment
- Oversee the Mindcafe Skilling Queenslanders for Work project including project management of the café and implementing café business plans in a timely and cost effective manner
- Explain and demonstrate work tasks to develop trainee skills in all areas of the project
- Ensure the café site complies with Work Health & Safety legislation and food safety standards, confirming safe work methods are used by all trainee/site workers in relation to café activities,

inspecting work progress and equipment and leading by example with all facets of work health and safety and food safety.

- Coordinate a group of trainees including motivating, teaching and developing trainees, supervision of work tasks and supporting trainees to submit fortnightly timesheets
- Design work activities to enhance accredited training and increase trainee engagement
- Ensure work is conducted in accordance with policy and procedures to ensure privacy, business confidentiality and records are maintained appropriately
- Ensure effective communication and accurate reporting is provided to all project stakeholders
- Ensure the smooth operation of the Mindcare Moments Café
- Maintaining and monitoring stock inventories
- Provide exceptional customer service
- Support the Service Coordinator with social media, marketing and events relating to the Mindcare Moments Cafe
- Collation of data via electronic databases as directed by Service Coordinator
- Undertake work as requested by the Service Coordinator and as required for the ongoing growth and development of the Mindcare Moment Cafe

Key Competencies

Within the context of the duties described above, the role requires:

- Demonstrated experience and a strong understanding of the hospitality industry
- Excellent interpersonal skills with the ability to work supportively and collaboratively with stakeholders and lead a diverse team
- Ability to use workplace systems and technology
- Effective time management skills including planning and organisational skills to ensure allocated tasks and duties are completed within agreed timeframes
- Display a professional customer-oriented mindset
- Ability to maintain confidentiality and privacy of consumer and co-locating partner information
- Ability to work unsupervised and within a team environment
- Ability to identify tasks that need to be undertaken without constant direction from the Service Coordinator
- A spirit of cooperation towards team members, co-locating partners, other service providers and the community
- Duties to be performed to a high standard and carried out with accepted industry standards and in compliance with organisational policies and procedures

Other Role Requirements

- Current Driver's Licence
- Current First Aid Certificate or ability to obtain
- Ability to obtain Working with Children Blue Card
- Proof of current eligibility to work in Australia (visa holders)
- Successful completion of a three month probationary period