

## Te Whakatūranga o Mahi | Position

### Description

#### Barista

Title	Barista – Kapu Korero		
Reports to	Pouwhakahaere		
Direct Reports	NIL	Total FTE	0.6

### Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1996 at a hui at Papawai Marae, Greytown. Ngāti Moe hapu, led by Dr Janice Wenn and Kim Workman, structured a proposal for a ‘by Māori for Māori’ community-based health service for the Wairarapa. Initially Whaiora Whanui was developed under the umbrella of the Ngāti Kahungunu Māori Executive, Taiwhenua (NKMET). With the mandate from Wairarapa hapū, Whaiora Whanui became an autonomous entity and was established as a Charitable Trust on 13 December 2000.

Whaiora provides a range of community health and social services to the Wairarapa community, our boundaries are Pukaha Mt Bruce to Remutaka Summit – we also work with whānau in Eketahuna.

Our services also include a Very Low Cost Access Medical Centre for Masterton residents.

#### VISION

Wairarapa He Waiora / Wairarapa A Place of Wellness

#### MISSION

He rarapa I nga ahuatanga e u ai te ha o te ora / To pursue and participate in ways of bringing about wellness

### Tēnei tūranga | About the role

The Barista is engaging, courteous and is passionate about beverage preparation and education. The barista will greet customers, answer their questions, take orders and accept payments, and prepare and serve drinks. You will also maintain a clean and well-stocked workspace, update displays, and continuously expand your knowledge of food and beverage quality controls, preparation methods, and presentation.

To succeed as a barista, you should be committed to providing customers with excellent service. You should be positive, friendly, knowledgeable, and polite and have good listening skills.

## Essential Functions

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments
- Preparing foods (if applicable), and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
- Packaging food (if applicable) and beverages for sale.
- Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods
- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Updating signage and displays to attract customers.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Adhering to all food safety regulations and quality controls.

Key Result Area	Expected Outcomes / Performance Indicators (All Whaiora Kaimahi)
An Accountable System	<ul style="list-style-type: none"> <li>• Champion connections with whānau, hapū and iwi Māori to promote whānau voice and improve whānau service experiences and outcomes</li> <li>• Promote development of a culturally safe workforce supporting others to better understand their own cultural perspectives to advance the work of the organisation across a range of social contexts</li> <li>• Demonstrate life-long learning in cultural safety, holding themselves accountable for providing culturally safe leadership, service design and delivery</li> <li>• Ensure the unique needs of priority populations including tāngata whaikaha are understood and kept at the forefront of service delivery</li> </ul>
Collective Impact	<ul style="list-style-type: none"> <li>• Support the pursuit of Māori health gain and achieving equitable health outcomes for Māori including tāngata whaikaha through the application of hauora models</li> <li>• Support the dismantling of policies, procedures and practices that cause inequity</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by:               <ul style="list-style-type: none"> <li>• Observing Whaiora H and S procedures</li> <li>• Participating in health and safety initiatives and training</li> <li>• Providing suggestions for improvement of health and safety</li> <li>• Reporting all accidents/incidents, near misses and symptoms of discomfort</li> </ul> </li> <li>• Identifying and reporting workplace hazards</li> </ul>

Indigenous Health System	<ul style="list-style-type: none"> <li>• Influence the application of mātauranga Māori, te reo and tikanga Māori in in compelling and constructive ways of aligned with organisational vision</li> <li>• Promote wairuatanga as determinant of your own wellbeing and that of your team</li> <li>• Knowledge and application of kaupapa Māori methodologies and frameworks as it pertains to the role</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Identify any people related, reputational and/or organisational risks and take action to minimise their impact</li> <li>• Effectively manage and escalate risks with proposed appropriate mitigation where necessary</li> </ul>
Sustainable and Equitable Resourcing	<ul style="list-style-type: none"> <li>• Support the secure use of digital tools that foster organisational effectiveness</li> <li>• Maintain positive working relationships with colleagues within public and private sectors, related industry and community interest groups and the wider local, regional, national communities as required for the role</li> </ul>
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way</li> <li>• Provide leadership to colleagues, supporting them to understand the organisation's Te Tiriti stance, and its application to their work in the workplace</li> </ul>

## Whānaungatanga | Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Whaiora kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>• Whānau / Hapū / Iwi / Marae</li> <li>• Suppliers</li> </ul>

## Ngā Āhuatanga | About you

You will have	<p>Essential</p> <ul style="list-style-type: none"> <li>• Hands on experience with brewing equipment</li> <li>• Knowledge of sanitation regulations</li> <li>• Smokefree / Vapefree</li> </ul>
You will be able to	<p>Skills</p> <ul style="list-style-type: none"> <li>• Proven ability to work in a fast paced always changing environment.</li> <li>• Exceptional customer service both face-to-face and on the phone.</li> <li>• Excellent verbal, written and interpersonal communication skills.</li> <li>• A polit and engaging personality.</li> <li>• Ability to maintain confidentiality and discretion.</li> </ul>

	<ul style="list-style-type: none"><li>• Be adaptable and able to multitask in a fast-changing environment.</li><li>• Excellent organisational skills with an attention to detail</li><li>• Computer literate.</li><li>• Excellent self-management skills, including working effectively without direct supervision.</li></ul>
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