

Position title:	Hospitality Assistant	Reports to:	Hospitality Coordinator
Program / Department:	Adventure Pathways	Primary work location/s:	Adventure Campsites
Direct reports:	NA	Key stakeholders:	Campers
Award:	FIA	Classification:	AP REM Framework – Grade 1

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

The Hospitality Assistant plays a role in achieving Baptist Care SA, Adventure Pathways’ purpose of helping people to connect with themselves, others, God and the natural world through outdoor experiences.

The Hospitality Assistant is responsible for providing assistance in the preparation and serving of food and the cleaning of the Adventure Campsites (Mylor Adventure Camp & Wirraway Homestead) under the direction of the Hospitality Coordinator and/or Hospitality Staff.

The role requires an industrious person, passionate about food and hospitality, who possesses attention to detail and understands the importance of delivering excellent results for guests.

At its core, this position exists to help ensure that the Adventure Campsites experience is consistently a highlight for guests.

Role responsibilities

1. Food Preparation & Housekeeping

- Assist with meal preparation and serving under the guidance of Hospitality Staff
- Help with clean up after the meals and ensure adherence to food safety standards
- Complete tasks such as dishwashing, mopping and sanitisation of work areas
- Support the cleanliness of the accommodation, including regular tasks like vacuuming, mopping and bathroom cleaning

2. Communication and Teamwork

- Attend staff meetings and communicate regularly with the Hospitality Coordinator
- Follow directions diligently and collaborate with other team members effectively
- Respond to the needs of the campsite by being flexible to assist with a variety of tasks as delegated, e.g. general camp support, customer service tasks and general maintenance

3. Quality and continuous improvement

- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

4. Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member you must:

- Take reasonable care for your own and others' health and safety within the workplace;
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

5. Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The experience you bring

- High School level Food and Hospitality subjects studies

The competencies (knowledge, skills and behaviours) you bring

- Basic knowledge of safety and hygiene practices
- Ability to work efficiently in a team and follow instructions.
- Good communication skills.
- Attention to detail and ability to maintain an organized workspace
- Demonstrated alignment to the vision, mission and values of Baptist Care SA

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Ability to work outside standard office hours

Desirable Requirements

- Experience working in diverse environments
- Interest in community service or faith-based organisations

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	Senior P&C BP	Version:	1.0
Effective date:	May 2024	Review date:	May 2025