



Woorabinda Aboriginal Shire Council

Position Description

Job Title:	Café Supervisor		
Award:	Queensland Local Government Industry Award - State 2020 (MA000112)		
Employment Type:	Full-Time		
Reports to:	Director of Community Services		
Approved:	Kevin Bell, Chief Executive Officer		
Signature:		Version Date:	3 rd of September 2026

POSITION OBJECTIVE

The Café Supervisor is responsible for the daily operation of Council's café, ensuring high-quality food service, customer satisfaction, and compliance with food safety standards. The role includes supervising a small team, food preparation and cooking, ordering supplies, maintaining cleanliness, and supporting community-focused service delivery.

WOORABINDA ABORIGINAL SHIRE COUNCIL (WASC)

Our Vision

A proud, safe, vibrant and united Woorabinda – strong in culture, strong in community, with opportunity for future generations.

Our Mission

To lead with respect, working together to strengthen culture, grow opportunity and build a proud, safe and united Woorabinda.

Our Values

Our values are based on RESPECT. Respect is how we lead, how we listen, how we make decisions and how we work with community.

Respect – We respect Elders, families, young people, staff, culture, Country and community.

Empowerment – We support local people to lead local solutions.

Strong Culture – We protect and celebrate Woorabinda's history, identity and culture.

Pride and People – We are proud of Woorabinda and put people first.

Excellence in Service – We deliver reliable services and keep improving.

Connection and Collaboration – We work together as one community.

Transparency and Trust – We are open, accountable and honest.

POSITION SPECIFIC KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans.

All duties are to be conducted in an efficient, timely, professional and safe manner. The key responsibilities include:

Operational Flexibility:

The Café Supervisor is required to demonstrate a high level of agility and flexibility in undertaking their duties. This role may require working varied hours, including early mornings, evenings, weekends and public holidays, to ensure the café can effectively meet community demand during key meal service periods, catering commitments and special events.

The Café Supervisor is expected to adapt staffing, operations and service delivery to support the needs of the community while maintaining high standards of customer service, efficiency, food safety and workplace health and safety compliance.

1. Supervise day-to-day café operations
2. Plan menus including fast food and healthy food options
3. Prepare and cook food to a high standard
4. Coordinate catering for meetings and community events
5. Order food, supplies, and consumables within budget
6. Conduct regular stocktakes and manage inventory
7. Deliver high-quality customer service
8. Supervise and support café staff, cooks, and cleaners
9. Staff Supervision: Cooks/Café Assistants/Cleaners/Trainees or Casual Staff as required
10. Roster staff and allocate daily tasks
11. Ensure food safety, hygiene, and workplace health and safety compliance
12. Maintain cleanliness of kitchen, dining, and storage areas
13. Handle cash, EFTPOS, and basic reporting
14. Support training and mentoring of local staff
15. Report maintenance or equipment issues

Other duties, consistent with the duties and responsibilities of the position as directed by the Director of Community Services, CEO or other senior Council staff.

SELECTION CRITERIA

➤ **Essential:**

- Experience in hospitality or café operations
- Experience cooking fast food and healthy meals
- Knowledge of food safety and hygiene practices
- Ability to supervise and work within a small team
- Strong customer service skills
- Stock control and ordering experience

➤ **Desirable:**

- Supervisory or team leadership experience
- Experience in catering
- Knowledge of community-based service delivery
- Experience working in remote or Indigenous communities. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and demonstrated ability to communicate

effectively and sensitively with Indigenous people. Experience working and living in remote areas and/or aboriginal communities would be highly regarded.

QUALIFICATIONS AND LICENSING

Food Safety Supervisor Certificate (or willingness to obtain)
Responsible Service of Alcohol (if applicable)

CORPORATE RESPONSIBILITIES

Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- All employees should start no later than the assigned time and preferably arrive at least fifteen (15) minutes prior for the purpose of setting up their work area;
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence, and preferably prior to their start time.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives;
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.

ORGANISATIONAL RELATIONSHIPS

Reports to: Director of Community Services

Internal Liaison: Members of the management team, elected members, and all Woorabinda Aboriginal Shire Council employees.

External Liaison: Members of the community, Suppliers, Stakeholders.

MANDATORY REQUIREMENTS

- Hold at minimum a current "C" class driver's licence
- Ability to pass a National Police Check
- Commitment to Council values and community wellbeing

POSITION DESCRIPTION AUTHORISATION

This position description is subject to change from time to time as Woorabinda Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.