

# Scarf

## Volunteer Position Description

**Role:** Front of house restaurant mentor

**Program:** Spring Scarf '19

**Apply:** [Scarf Volunteer Mentor Application form](#)



### Quick Facts About Scarf

- We're in our ninth year of operation
- 222 young people have graduated from Scarf programs
- We've run 24 ten week Scarf Dinners seasons and four Tasting Plate short courses
- We've provided 15,300 hours of training and 7,900 hours of paid work experience
- We've run 213 Scarf Dinners and served over 15,900 diners
- We've run Scarf Dinners at over 30 Melbourne venue including Uncle, Higher Ground, The Lincoln, Epocha, Bhang, The Roche and Stomping Ground Beer Hall
- We've had over 200 mentors from venues including Gerald's Bar, Market Lane, Saint Crispin, Garden State Hotel, Carlton Wine Room and Cumulus Up
- 70% of graduates find employment within six months of completing Scarf
- Scarf graduates have gone on to great jobs at: Garden State Hotel, Atticus Finch, Sofitel on Collins, Vertue Coffee, Free to Feed, Koko Black, Cumulus Inc and Two Birds Brewing

### What is Scarf?

Scarf is a social enterprise that gets young people into jobs while adding flavour and heart to the hospitality industry. We partner with great Melbourne restaurants to run awesome, hands-on hospitality training, mentoring and paid work experience programs. Scarf trainees are keen, resilient young people seeking protection, and those from refugee and migrant backgrounds who have faced barriers to employment. Participating in Scarf builds knowledge, skills, networks, and confidence.

During weekly Scarf Dinners, volunteer mentors work closely with trainees, supporting them to run the front of house. The chefs from our seasonal partner restaurant do the cooking. Scarf volunteer mentors are front of house professionals who bring experience, passion and patience, allowing Scarf trainees to grow their skills, knowledge, confidence and connections.

### Scarf's Vision

A society which embraces diversity, celebrates connected communities and has equitable employment opportunities for all.

### Scarf's Mission

To create a nourishing, supportive and inclusive space for trainees to gain confidence, skills, knowledge and networks. To foster connections in the hospitality industry to create equitable employment opportunities.

[Watch our videos](#) and read the [FAQ on our website](#) for more information.

### Restaurant Mentor Position Description

Mentors attend Tuesday night Scarf Dinners for eight weeks during a 10-week seasonal program, as well as the program induction and graduation. During staff briefing (which happens between 5.00 - 5.45pm, along with staff meal), Scarf's Restaurant Manager pairs each trainee with a mentor to work with that evening. Mentors and trainees rotate around the restaurant in terms of sections and pairings on a weekly basis, to ensure trainees gain as much varied experience and insight as possible throughout the season.

During dinner service (6.00pm - 10.30pm), mentors work one-on-one with a trainee, supporting them to serve Scarf diners in a real, busy restaurant. Mentors are a very important part of our program, offering training, support, social and professional connections in a non-judgemental learning environment. Mentors work with trainees to set 2 - 3 clear goals before dinner service begins. Throughout service, mentors support trainees to achieve these goals, by providing guidance and assistance, and sometimes taking the lead, depending on the skill and confidence levels of the trainee. Mentors must also keep an eye on the bigger picture, communicating with other trainees, mentors, Scarf's Restaurant Manager and the partner restaurant chefs to ensure smooth service! At the conclusion of the Scarf Dinner, mentors and trainees spend time reflecting on the service period, recording goals achieved and areas of focus for the following week.

Scarf uses a Trauma-Informed approach and provides volunteer mentors with training and resources relating to cross-cultural communication and the impacts of trauma on learning. Scarf volunteer mentors are supported by Scarf's Restaurant Manager, Wellbeing Manager and Volunteer Mentor Training Lead throughout the program.

## Responsibilities

Under the guidance of core Scarf staff, volunteer mentors are required to:

- abide by the Mentoring Agreement and Scarf Code of Conduct
- be reliable and committed to all eight Tuesday night Scarf Dinners shifts, the program induction and the graduation dinner
- ensure a safe and supportive environment for trainees in the restaurant
- demonstrate great team work and help create a positive, inclusive learning space
- be open, honest and respectful in all communications with trainees
- communicate Scarf's aims to customers (particularly new customers!)
- sensitively handle trainee mistakes to ensure good service; step in and speak with customers if there are ordering issues, or if you sense there is any misunderstanding
- serve tables that request immediate assistance if trainee is unavailable
- where possible, provide connections to the hospitality industry and identify job opportunities to Scarf staff and via the Scarf trainee/mentor Facebook group
- ensure mentor/trainee relationships are contained to the restaurant, unless otherwise discussed with Scarf staff
- respect the rights, dignity and privacy of trainees
- protect confidentiality of trainees' information by not discussing trainees by name with your social networks
- let Scarf staff know of any trainee challenges that occur during the service period
- Immediately disclose information that is relevant to the safety or health and wellbeing of trainees to Scarf staff



## Skills and Experience

### Essential

- Strong FOH hospitality experience (at least three years)
- Excellent communication skills
- Strong problem solving skills
- National Police Record Check
- Current Responsible Service of Alcohol certificate

### Preferred

- Formal dining experience
- Currently working in hospitality
- Experience working with people from refugee backgrounds / people seeking protection

## Personal Attributes

### Essential

- Committed and reliable
- Patient and calm
- Enjoy working with people from diverse backgrounds

### Preferred

- Interest in social justice
- Interest in social enterprise

## Core Tasks

- One-on-one trainee mentoring
- Looking after a restaurant section
- Engaging in trainee goal-setting and skill development



## Mentor Availability

**Program:** Spring Scarf '19

### Spring Scarf Induction

Location: Garden State Hotel  
101 Flinders Lane, Melbourne

Tuesday 24 September  
5.30pm - 8.30pm



Photos: Gareth Sobey and Peter Tarasiuk

### Spring Scarf Dinners

Location: Garden State Hotel  
101 Flinders Lane, Melbourne

Tuesday 1 October — 5.00pm - 11.00pm  
Tuesday 8 October — 5.00pm - 11.00pm  
Tuesday 15 October — 5.00pm - 11.00pm  
Tuesday 22 October — 5.00pm - 11.00pm  
Tuesday 29 October — 5.00pm - 11.00pm

*No Scarf on 5 November (Melbourne Cup)*

Tuesday 12 November — 5.00pm - 11.00pm  
Tuesday 19 November — 5.00pm - 11.00pm  
Tuesday 26 November — 5.00pm - 11.00pm

Graduation: Monday 2 December 6.00pm