

POSITION DESCRIPTION

1. POSITION TITLE Food Programs Support Worker	2. POSITION LOCATION/S Church Street, Mayfield	3. DIRECT MANAGER Food Programs Coordinator
4. SERVICE AREA CatholicCare Food Programs	5. CLASSIFICATION SCHADS Level 2	6. POSITION STATUS Part Time
7. POSITION SUMMARY		
<p>The position of Food Programs Support Worker will support CatholicCare's Food Programs that are coordinated by the Food Programs Coordinator and supported by volunteers within the agency's community kitchens and breakfast clubs. Our food programs provide support to people experiencing homelessness, food insecurity and social isolation. The Community Kitchens provide an opportunity for the community to gather to enjoy a meal and non-judgmental conversation.</p> <p>The role will provide support to and seek direction from the Food Programs Coordinator on a range of operational and administrative tasks that include the maintaining of the volunteer database, ordering food supplies for the kitchens, arranging food donation distribution between the kitchens, processing invoices, organising delivery rosters and responding to program enquiries.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p>Essential</p> <ul style="list-style-type: none"> • A commitment to the Vision, Mission and Values of our organisation and active engagement in organisational events. • Demonstrated ability in accurate and proficient performance of a wide range of administrative tasks including maintaining databases and processing of invoices. • Computer competency in Microsoft Office Applications and Data Systems. • Ability to Interact with a wide range of people including volunteers and vulnerable people. • Understanding of kitchen operations and safe food handling practices. • Ability to accept direction and work as part of a team. • Excellent organisational and problem-solving skills. • Good communication, negotiation, and problem-solving skills. 		
9. QUALIFICATIONS/LICENCES		
<ul style="list-style-type: none"> • Tertiary Qualifications in Office Administration and/or relevant experience working in a similar position. • Tertiary qualification in Food Safety or a willingness to obtain? • NSW Drivers licence (Provisional 2 or higher) • Current Working With Children Check. <p>DESIRED</p> <ul style="list-style-type: none"> • Ability to tow and reverse a trailer. 		
10. ORGANISTIONAL ENVIRONMENT		
<p>CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.</p>		

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
1. Administration support to the Food Programs Coordinator	<ul style="list-style-type: none"> ▪ Process invoices, orders, and deliveries. ▪ Assist in the safe and efficient storage of food items delivered at agreed CatholicCare sites ▪ Provide direction on the travel planning for volunteers delivering food to community kitchens ▪ Provide administrative support to the volunteer pool linked to the CatholicCare Food Programs ▪ Manage the reception desk at Church Street Food Program Answer phone calls and relay messages to the Food Programs Coordinator ▪ Maintain the Food Programs inbox and respond to request for services ▪ Update the inventory of food stored ▪ Assist in bulk buying ▪ Maintain and update data on service delivery ▪ Accept bookings for the BBQ Trailer 	<p>Volunteers are provided with the information they require to deliver and provide food services</p> <p>Phone and email enquiries are responded to in a timely manner</p> <p>Community kitchens remain stocked with basic food staples</p>

2. Meal preparation coordination	<ul style="list-style-type: none"> Support with community kitchen-based volunteers to ensure the efficient and hygienic preparation, storage and deliver of meals Receive and coordinate bulk food donations for distribution to the community kitchens 	Volunteers are supported to prepare and provide meals to community members
3. Volunteer support	<ul style="list-style-type: none"> Update a register of volunteer applications. Support HR to ensure WWCC and background checks are completed prior to volunteers being engaged in work and remain up to date. Develop and maintain effective feedback communications and forums with the volunteer workforce. 	<p>Volunteers are supported to perform tasks within their capabilities</p> <p>The range of activities and service supported by volunteers increases.</p> <p>Assist volunteers to complete required documentation to assess suitability and probity check requirements.</p>
4. Administration.	<ul style="list-style-type: none"> Develop and maintain a relevant data bases and registers. Volunteer rosters are up to date. Keep a record of enquiries made to the food program 	Registers and databases are up to date and maintained.
5. General	<ul style="list-style-type: none"> Abide by all CatholicCare and Diocesan policies and procedures. Participate in internal and external meetings in a manner which contributes to the positive development of the program. Provide information on program services and community supports as required. Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies, and procedures. Other duties within the scope of the position that may be assigned from time to time. 	<p>Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Behaviour.</p> <p>Relevant meetings and events attended.</p> <p>Staff member practices a positive working relationship with colleagues.</p> <p>WHS best practice is upheld in the workplace.</p> <p>WHS is well managed.</p> <p>Other duties are performed in a satisfactory manner.</p>

14. SIGNIFICANT CHALLENGES

What?	Why?
1. Supporting community kitchen-based volunteers to accept and safely store food donations, prepare and provide meals, and support service recipients.	<ul style="list-style-type: none"> Ensure health and hygiene standards are upheld.

2. Work around and manage volunteers changing schedules.	<ul style="list-style-type: none"> • Ensure community kitchens operate with little disruption to services.
15. EMPLOYMENT CONDITIONS	
<p>All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.</p> <p>In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.</p>	
16. LEGISLATION & CATHOLIC CARE POLICY	
<p>Occupants must:</p> <ul style="list-style-type: none"> • Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager. • Have a current NSW Driver Licence. • Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations. • Not take advantage of their role in CatholicCare for personal gain. • Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare. • Only make decisions within their delegated responsibilities. 	
17. EXPECTED EMPLOYEE BEHAVIOUR	
<p>Employees must:</p> <ul style="list-style-type: none"> • Display a commitment to the Mission, Vision & Values of CatholicCare. • Display respect for themselves and their colleagues. • Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve. • Deal with residents/People We Support in line with relevant legislation. • Attend staff meetings and compulsory education when required. • Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support. 	
18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)	

Assistant Director



Food Programs Coordinator



Food Programs Support Worker

P.D Last Reviewed:		Next Review is due on:	
Occupant Name:			
Occupant Signature:		Date:	