

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	Community Food Program Coordinator, Morwell		
DEPARTMENT	Strategic Projects		
LOCATION	Morwell		
REPORTS TO	Community Food Centre Manager, Morwell		
DIRECT REPORTS	Nil		
KEY CONTACTS	Strategic Projects Department, Community Food Centre Manager, State Network Team, Food Literacy and Education Team, Volunteering Team, People & Culture Team		
AWARD & CLASSIFICATION	SCHADS, Level 3		
DATE	October 2024	EXECUTIVE SIGNATURE	

ROLE PURPOSE

The Community Food Program Coordinator – Morwell is primarily responsible for the efficient and effective delivery of the Community Food Centre’s community food programs. The role will facilitate Community Cooking Classes and coordinate the Social Café, providing exceptional program coordination and customer service to support local community members accessing the Community Food Centre.

MAJOR ACCOUNTABILITIES

#1: Program Coordination and Facilitation

- Deliver practical, interactive, hands-on cooking classes in accordance with agreed targets and timeline.
- Deliver program materials in a positive and engaging manner.
- Respond to Cooking Class participant enquiries and concerns and work proactively to solve problems.
- When open, coordinate the Social Café including service of limited food and drink items to community members.
- Provide customer service and hospitality to the community, ensuring the community feels welcomed.
- Responsible for the coordination of food delivery program set up, pack down, food preparation, program resources and equipment.
- Engage with internal and external stakeholders to ensure effective operation of the food delivery programs.
- Ensure food safety requirements are met and maintained across all food programs.
- Provide effective guidance and support to program volunteers during program delivery.

#2: Program Administration	
<ul style="list-style-type: none"> • Manage administration related to the delivery of community food programs including class management and ordering of food. • Follow incident reporting protocols as outlined in Foodbank Victoria policy. • Assist with creating processes relevant to food delivery programs. 	<ul style="list-style-type: none"> • Follow all program food delivery processes including cleaning and stock-taking. • Ensure all program administration completed within agreed timeframes. • Perform general administrative tasks as required.
#3: Evaluation and Reporting	
<ul style="list-style-type: none"> • Assist in the data collection and tracking of community food programs. • Assist with the monitoring, assessment and reporting of program impacts. 	<ul style="list-style-type: none"> • Provide reports on activities as requested.
#4: Workplace Health and Safety (WHS)	
<ul style="list-style-type: none"> • Comply with all company policies, procedures, and code of conduct. • Assist achieving our company vision through meeting our legal, moral, and ethical obligations. • Ensure WHS policies and processes are adopted across the organisation. • Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements. 	<ul style="list-style-type: none"> • Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times. • Lead by example and display an active commitment to company policy and WHS compliance. • Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.
#5: Self-Management	
<ul style="list-style-type: none"> • Positive participation in regular team meetings. • Inform team members and other departments of relevant information as appropriate. • Willingness to undertake training and development opportunities as appropriate. 	<ul style="list-style-type: none"> • Effective time management and organisational skills demonstrated through ability to meet deadlines. • Willingness to undertake other duties as required. • Demonstrate the Foodbank Victoria values of Empowerment, Accountability, Respect, Integrity, Diversity and Equality in all work activities.
TECHNICAL KNOWLEDGE	PERSONAL ATTRIBUTES

<ul style="list-style-type: none"> • Customer service or hospitality background preferred. • Demonstrated experience in delivering and facilitating Cooking Classes. • Demonstrated experience in delivering effective public facing programs/ customer service experience. • Desired experience in store or merchandise presentation, preferably in a food retail/hospitality environment. • Experienced in the use of Microsoft Office programs, including Word, Excel and PowerPoint. • Hold and maintain a current driver's license. • Ability and willingness to work outside normal office hours to support program on occasion. • Willingness to undertake a criminal record check, Working with Children's Check and First Aid. 	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to work independently and in a team environment. • Numerical and analytical skills. • Well-developed organisational and time management skills. • Excellent customer service skills. • Highly organised with excellent project coordination skills. • Excellent interpersonal skills to develop positive working relationships, including working with community members by making them feel welcomed.
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VALUES	FOUNDATION BEHAVIOURS
Empowerment	
	<ul style="list-style-type: none"> • We develop Team Members and each other. • We challenge the status quo. • We provide the opportunity for ourselves and others to experience the value of our work. • We recognise and celebrate our accomplishments. • I have input and ownership.
Accountability	
	<ul style="list-style-type: none"> • We encourage excellence. • We encourage continuous improvement & learning. • We ensure performance management consistency. • We accept mistakes and learn from them. • I am accountable for my own performance. • I am part of a team.
Respect	
	<ul style="list-style-type: none"> • We encourage open, constructive feedback. • We give credit where credit is due. • We are inclusive. • We take the time to listen to each other. • We affirm our people. • We allocate tasks that are fair and reasonable to achieve.
Integrity	
	<ul style="list-style-type: none"> • We explain our decisions.

	<ul style="list-style-type: none"> • We do what we say we will do. • We call out an issue when it is evident. • Equal contribution is rewarded equally. • I lead by example. • I am committed to do my best. • I am encouraged to stand up for my beliefs.
Equality	
	<ul style="list-style-type: none"> • We encourage people to be themselves. • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We are inclusive with our agencies and partners. • We strive to provide equal opportunity for all - internally and externally. • We call out practices which exclude others.
Diversity	
	<ul style="list-style-type: none"> • We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We embrace diversity in all our people, their experiences, and points of view. • We value all cultures, backgrounds and genders. • We strive to form a diverse atmosphere for all people to be safe and secure. • By celebrating diversity, we help all people to feel included, safe and secure. • We do not tolerate discrimination. • We recognise and respect differences.