



Position Description

Position title:	Food Hub Coordinator	Reports to:	Manager, Inner City Services
Program / Department:	Inner City	Primary work location/s:	Inner City
Direct reports:	NA	Key stakeholders:	BCSA Volunteers, employees and management. WestCare Clients
Award:	SCHADS	Classification:	Level 4

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

Inner City Site provides services to Clients to reduce isolation by assisting them to participate in sustainable community activities. Clients may have mental health, physical, intellectual, sensory disabilities, or disability due to ageing. Food Hub is a low-cost alternative (shop) for food and essential Items run on Baptist Care’s Inner-city site, purposed for clients that are doing it tough, and other concession card holders.

The Food Hub Coordinator will be responsible for the daily running, upkeep of the Food Hub Shop and plays a key role in achieving Baptist Care SA, Inner City’s purpose of: “Being a community of faith, hope and love, seeking to; End homelessness, improve health and wellbeing and lead generational change

Role responsibilities

Oversight and Coordination of Food Hub Shop

- Coordinating up to 6 Volunteers per day including workload and shared responsibilities and ensuring that the viability of the shop is kept at a high standard, whilst diligently serving the people we are targeting.
- The service complies with all Baptist Care SA's funding requirements.
- Operational plans are reviewed and developed annually.
- External relationships with other agencies are explored, maintained and grown, with sustaining evidence.
- Evidence of positive stakeholder feedback.
- All financial reports, and other administration tasks are completed accurately and on time.
- Work directives are reviewed, developed and implemented to comply with legislation, policies and obligations.
- Provide monthly reports to Manager, Inner City Services regarding Baptist Care SA's requirements, and service agreements.
- Work in partnership with the Manager, Inner City Services and Senior Manager, Community Pathways to explore models of service delivery.

Stock ordering, meal preparation and coordination.

- Ensure that stock-take occurs weekly and relevant stock is ordered periodically as per annual plan.
- Monitor stock levels and track trends of stock that is in demand by clients and adjust accordingly.
- Liaise with Foodbank and other Food-Outlets regarding stock orders and administration thereof.
- Coordinate all stock deliveries and keep administration records up to date.
- Coordinate pre-cooked meal preparations in partnership with the West Care Kitchen Co-ordinator.
- Find innovative ways of keeping stock relevant according to client needs and demands.
- Ensure that shop shelves are stocked daily with relevant products.

Recruitment and coordination of Food Hub Volunteer Team

- Ongoing recruitment and Coordination of Volunteers.
- Establish a volunteer roster comprising of minimum 3-4 people per day.
- Train and equip volunteer team to execute tasks at hand through hands on feedback and supervision.
- Keep track of volunteer turnover and relevant volunteer screening checks.
- Participate in the overall volunteer strategy of Inner City in partnership with the Inner City Management team.

Financial feasibility of Food Hub

- Ensure sales of \$226K p/a, with a profit margin of 45% p/a (Gross profit of \$101K p/a).
- Ensure pricing is in line with Food Bank Agency agreement.
- Provide monthly figures in monthly report to Manager, Inner City Services.

Self-leadership and team coordination

- Evidence of capacity to set own tasks, prioritise workload, and successfully lead the Food Hub under the direction of the Manager, Inner City Services.
- Evidence of excellent interpersonal communication skills.
- A proactive style of leadership is used to lead the volunteer team in achieving KPIs and continuous quality improvement.
- Guiding the team to prioritise workload to complete tasks.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- 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.

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.

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 qualifications you bring

- Relevant degree with experience in sector or similar role such as Social Work, Psychology
- Diploma qualifications or Certificate 4 in Community Services with substantial years of relevant experience.

The experience you bring

- Evidence of successful experience in leading and supervising a volunteer team.
- Previous work experience in faith-based Community Service environment.
- Previous work experience in retail.

The competencies (knowledge, skills and behaviours) you bring

- Demonstrated interpersonal and communication skills.
- Demonstrated ability to work autonomously and within a team environment.
- Demonstrated ability to manage change.
- Demonstrated ability to understand service and program compliance in a community services environment.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- A valid full South Australian drivers' license (C Class)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

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:	P&C Business Partner	Version:	2
Effective Date:	December 2024	Review Date	December 2025