

Position Description

Position title:	Food Hub Partnership Lead	Reports to:	Manager, Inner City Services
Program / Department:	Inner City	Primary work location/s:	Inner City
Direct reports:	Manager Inner City Services and WestCare	Key stakeholders:	BCSA Volunteers, employees and management. WestCare Clients, Food Distribution Centres/Markets
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

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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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 partnership lead 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.

The Food Hub Partnership Lead is responsible for coordinating and leading the Food Hub Partnership function under the general direction of the Manager, Inner City Services. The incumbent is responsible for

planning, developing and maintaining partnerships and promotional activity to support the effective operation and growth of the Food Hub.

The role exercises judgment within established policies and budgets to negotiate and maintain stakeholder relationships, monitor performance against agreed targets, and provide advice and reports that inform service planning and continuous improvement for the Inner City program.

Role responsibilities

Stakeholder Engagement

- Promote The Food Hub to current/existing stakeholders.
- Establish new partnerships including (but not limited to) Food Suppliers, Wholesalers, Markets, Businesses, Not for Profit Organisations and Retailers.
- Coordinate the overall Food Hub partnership portfolio, ensuring partnerships support program objectives, client need and budget parameters.
- Connect with and establish relationships with other agencies and explore opportunities to partner around Food Vouchers, Food Supplies, and New Customers.
- Exercise discretion to negotiate partnership terms (Within approved guidelines and delegations) and resolve partnership related issues, escalating complex matters to the Manager, Inner City Services as required.
- Evidence of positive stakeholder engagement and feedback.
- Work directives are reviewed, developed and implemented to comply with legislation, policies and obligations.
- Monitor partnership performance (e.g. volume, reliability and type of product, client access/uptake) and recommend changes to partnership mix or approach to improve outcomes for clients and the Food Hub.
- Work in partnership with the Manager, Inner City Services and Senior Manager, Community Pathways to ensure stakeholder engagement is in line with service models and Program Logic.

Marketing and Communications

- Establish and uphold a Digital Campaign.
- Plan, in consultation with the Manager, Inner City Services and Marketing, an annual Food Hub promotions and communications calendar aligned with service priorities and target groups.
- Reevaluate and Create Adequate Food Hub promotional materials in conjunction with the Marketing Team, the Food Hub Coordinator, and manager Inner City Services.
- Ensure the upkeep of regular/ongoing communications to all relevant stakeholders in relation to our Food Hub.
- Review the effectiveness of promotional activities (including digital campaigns and partner communications) and make recommendations to adjust messaging, channels or frequency to increase engagement and access for clients.

Self-leadership and Reporting

- Work under general direction of the Manager, Inner City Services, setting and managing own work plan to deliver agreed stakeholder engagement, partnership development and reporting outcomes within required timeframes.

- Use the Partnership Monitoring System and other available data to identify trends, risks and opportunities, and provide timely advice to the Manager, Inner City Services on improvements to the Food Hub model or processes.
- Contribute to service and program planning discussions by providing analysis and recommendations relating to Food Hub partnerships, access and demand.
- Evidence of excellent interpersonal communication skills.
- A proactive style of leadership is used to engage with stakeholders, achieving KPIs and continuous quality improvement.
- Participate and contribute to monthly Inner City Services team meetings
- Work with Manager, Inner City Services on a Stakeholder Strategy.
- Establish a Partnership Monitoring System (keeping track of stakeholder partnerships).
- Provide monthly reports to Manager, Inner City Services regarding Baptist Care SA's requirements, and service agreements.

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 stakeholder engagement.
- 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 2025	Review Date	December 2028