

## POSITION DESCRIPTION STORE PERSON / DRIVER

### OVERVIEW

<b>Program:</b>	Meals Program
<b>Reports to:</b>	Coordinator Head Chef
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	December 2017
<b>Classification:</b>	Health Professionals Support services Employee Level 2, Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

Sacred Heart Mission is made up of four Divisions – Client Services, People & Strategy, Business Services and Business Development. The Meals Program, which provides a daily breakfast and lunch service, is located in our Client Services Division. Our Meals Program is run by a dedicated team of staff and volunteers and serves an average of 400 meals a day, every day of the year. Clients who visit the Meals Program can also access other Sacred Heart Mission services, including our Wellbeing and Activities Program and General Practice Clinic, as well as case management, mental health services, homelessness assistance.

## **PURPOSE OF THE POSITION**

This role is vital to ensuring the SHM Meals Service Program in providing the highest quality, most effective and caring service to service users in accordance with SHM's values and legislative and funding requirements. The incumbent coordinates and assists in the preparation of approximately 400 meals daily and manage the day to day operations of the Meals Program, including relationship management of key stakeholders: clients, volunteers, donors, and SHM support staff. Overall, the purpose of this role is to ensure the Meals Program responds flexibly to the needs of SHM service users, through the provision of nutritious meals in a pleasant environment.

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Service Operation</b>	<ul style="list-style-type: none"> <li>▪ Ensure the service operates in accordance with SHM's Mission and Values statement, and the SHM Social Inclusion strategy.</li> <li>▪ Ensure all food safety requirements are met on a daily basis.</li> <li>▪ Ensure foodstuffs and goods are transported on a scheduled basis from local and metropolitan suppliers.</li> <li>▪ Provide suppliers with suitable times for pickups.</li> <li>▪ Order goods within budget, in conjunction with the Coordinator Head Chef.</li> <li>▪ Assist chefs and volunteers with daily clean up duties, specifically the bins/trolleys and loading dock area.</li> <li>▪ Ensure the cool room, dry store and food transport vehicle are maintained in a clean and hygienic condition.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Appropriately store all donations and food purchases.</li> <li>▪ Develop and implement a stock rotation process for the cool rooms and dry store.</li> <li>▪ Accept and assess quality of food deliveries.</li> <li>▪ Accept or reject food donations where appropriate.</li> </ul>
<b>Client Support</b>	<ul style="list-style-type: none"> <li>▪ Attend training relevant to building skills for working effectively with SHC clients.</li> <li>▪ Contribute to a welcoming environment in the Meals Program Dining Hall.</li> <li>▪ Promote teamwork that delivers the best possible outcomes for clients and is consistent with staff values.</li> </ul>
<b>Program Participation</b>	<ul style="list-style-type: none"> <li>▪ Participate in regular supervision sessions.</li> <li>▪ Attend appropriate individual training.</li> <li>▪ Attend and participate in team meetings.</li> <li>▪ Ensure all administration and emails are attended to in a timely manner.</li> </ul>

Document Number: HRE-FOR-005

Version: 1

Page No. 3 of 5

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

Review Date: December 2019

Approved by: Manager People & Culture

	<ul style="list-style-type: none"> <li>▪ Participate in yearly professional development and review meetings</li> <li>▪ Regularly monitor individual training and development plan with line manager.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>▪ Foster positive relationships with internal stakeholders, particularly Sacred Heart Mission support staff, donors, volunteers, trainees and clients.</li> <li>▪ Attend significant Sacred Heart Mission meetings as required.</li> <li>▪ Ensure that all staff, trainees and volunteers are aware of and comply with Food Hygiene and Health &amp; Safety procedures in line with Sacred Heart Mission risk management framework and Health &amp; Safety policies and procedures.</li> <li>▪ Support the daily task allocation to volunteers and trainees.</li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

Document Number: HRE-FOR-005

Version: 1

Page No. 4 of 5

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

Review Date: December 2019

Approved by: Manager People & Culture

**MANDATORY REQUIREMENTS**

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver’s license to drive in Australia

**QUALIFICATIONS**

- Food Safety Supervisor Certificate (SITXFSA002 - Participate in safe food handling practices)

**KEY SELECTION CRITERIA**

- Ability to work both unsupervised and as part of a team.
- Ability to act as an ambassador for the organisation and work effectively with a wide range of people.
- Excellent communication skills and an ability to connect effectively with stakeholders.
- Knowledge of safe food handling requirements including the Food Safety Act and other relevant legislation.
- Demonstrated commitment to working compassionately with the most disadvantaged people in our community.
- Strong alignment with the values of Sacred Heart Mission.

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

Document Number:	HRE-FOR-005	Version:	1	Page No.	5 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		