



## POSITION DESCRIPTION

<b>Position Title:</b>	Soup Van Manager
<b>Location:</b>	Box Hill
<b>Reporting to:</b>	General Manager – Human Resources
<b>Direct Reports:</b>	5

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



## **Our Child Safety Commitment**

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or child neglect.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst not all St Vincent de Paul programs and activities involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul Victorian State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

## **PURPOSE OF ROLE**

The Soup Van Manager provides operational support and resourcing for the Soup Van Program across Victoria. The Society currently has eight Soup Van operations and over the last financial year has provided over 200,000 meals with an average of 835 meals per night. The position will lead, create and implement systems in line with the mission, vision and values of the organisation, including volunteer recruitment, workforce planning, safety, budgeting, and policy development.

The primary aim of the Soup Van Program is to offer food, social connection, and referral pathways out of homelessness and poverty, to people experiencing or at risk of homelessness or facing disadvantage. The Soup Van Program is resourced in the main by volunteers who manage the daily food preparation, nightly operations and delivery of food to people seeking assistance.

Many of the services have operated in their current form for a number of years, this role will lead a review of the work ensuring the adequacy of infrastructure, maintenance of the required standards, and that it continues to meet the needs of our communities. There is opportunity and support to grow the service where emerging need is identified.

The Soup Van Program is part of a team known as Special Works. Special Works may be established where a St Vincent de Paul Society Conference or St Vincent de Paul Society Council identifies a specific need which cannot be satisfied within the normal scope of the St Vincent de Paul Society Conference or Council activity. Special Works are established by, and responsible to, the St Vincent de Paul Society State Council.

Whilst the support for the program is self-funded through the Society's own activities or the generosity of partners, there is a small but important amount of funding received through Department Health and Human Services. As such, the program is subject to the Accreditation Standards of the Department.

The position ultimately supports members and volunteers to be effective in their responses to the most vulnerable and disadvantaged in our communities.



**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Lead, manage and motivate team to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• In conjunction with HR; recruit, develop and retain a skilled and motivated team (staff and volunteers)</li> <li>• Build a cohesive and engaged team and foster a culture with our mission at its centre</li> <li>• Develop clear KPIs for all staff members and actively implement the Society's performance management processes</li> <li>• Communicate effectively with your team through regular team and individual meetings</li> <li>• Assures a work environment that recruits, inducts, trains and supports suitable staff, including annual performance reviews and appropriate staff supervision</li> <li>• Specifies accountabilities for staff and evaluates performance regularly</li> <li>• Participate in an annual evaluation process against the set KPI's for the position</li> </ul>
<b>Impact and Reporting</b>	<ul style="list-style-type: none"> <li>• Support the delivery of high quality services and programs through research, community engagement and learnings from practice</li> <li>• Demonstrate the effectiveness and impact of our Soup Van operations and services by:               <ul style="list-style-type: none"> <li>○ Establishing understanding of profiles for current program (objectives, current spend, measurements and demographics, etc.)</li> <li>○ Enhance the current reporting to provide greater understanding of our impact and current and emerging needs to inform future services</li> <li>○ Regularly review provision of services to ensure that it meets the needs of the community</li> </ul> </li> <li>• Monitor Soup Van performance against outcome measures with tracking and establish corrective measures as needed (need to increase visibility of this)</li> <li>• Report according to DHHS Service Agreement requirements.</li> </ul>
<b>Volunteer Support and Communication</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong relationships with Soup Van Leaders, volunteers and other stakeholders and the capacity to influence and encourage volunteers</li> <li>• Ensure effective communication between Special Works Leaders, relevant Society staff, Conferences, Central Office Management, members and volunteers</li> <li>• Work with HR to ensure that there is sufficient volunteers to support all soup van operations</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensure organisational orientation, local induction and training plans are in place (leadership development and general training)</li> <li>• Work with HR to build succession plans for all Soup Van operations leadership roles</li> <li>• Oversee recognition awards and events for volunteers</li> <li>• Ensure all staff and volunteers are compliant (food safety, police checks, WWCC, driver licenses)</li> </ul>
<b>Relationships and Networks</b>	<ul style="list-style-type: none"> <li>• Build and develop formal partnership agreements with referral and support agencies which allow holistic pathways for people presenting to the service</li> <li>• Represent the Society and develop team to represent the Society on industry networks to build the Society's reputation and continue bringing new learnings into the organisation.</li> <li>• Build and maintain strong relationships with external stakeholders (DHHS, Woodards, FareShare, City of Melbourne, Schools, parishes, councils, universities, Tasty Fresh, etc.)</li> </ul>
<b>Facilities, Vehicles and Equipment</b>	<ul style="list-style-type: none"> <li>• Manage lease agreements for all soup van kitchens (council, parish, schools)</li> <li>• Work with the Facilities team and Transport manager to ensure that the vehicles are maintained and manage turnover / replacement plan</li> <li>• Ensure all kitchen equipment is maintained to a high standard (includes tag and testing, council audits, etc.).</li> <li>• Coordinate annual audit of vehicles and equipment</li> </ul>
<b>Safety, Child Safety and Food Safety</b>	<ul style="list-style-type: none"> <li>• Ensure food safety standards are being met with the preparation, transportation and distribution of food</li> <li>• Manage volunteers have completed food safety training</li> <li>• Ensure volunteers are aware of the child safety standards in place across the Society</li> <li>• Ensure drivers and Night Leaders are aware of vehicle safety requirements</li> <li>• Engage with your staff and volunteers to identify and work through the requirements for reporting incidents</li> <li>• Investigate incidents and close off related actions in the required timeframes; engage HR for support where required</li> <li>• Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes</li> <li>• Ensure your teams understand and are accountable for risk management with their work (conduct annual risk assessment and ensure entered on Risk register)</li> <li>• Ensure systems are in place for the management of feedback</li> </ul>
<b>Compliance and Budgets</b>	<ul style="list-style-type: none"> <li>• Develop your work plans to ensure that all resources; be they human, material or financial, are managed effectively and with efficiency to achieve strategic objectives.</li> <li>• Monitor and report on budget as required, take action to address negative budget variances and ensure expenditure is within budget.</li> <li>• Understand costs of programs and work with GM to develop fundraising plan / source grant opportunities / donations.</li> <li>• Ensure all program procedures are up to date</li> <li>• Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures</li> </ul>



**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Program Development Manager and Program Teams	Internal	<ul style="list-style-type: none"> <li>Departmental team</li> </ul>
Soup Van Operation Team	Internal	<ul style="list-style-type: none"> <li>Direct Reports. Daily Operations/ Management</li> </ul>
Soup Van President Victoria	Internal	<ul style="list-style-type: none"> <li>Daily operations/conduit to the Presidents and Night Leaders</li> </ul>
Soup Van Presidents and Night Leaders	Internal	<ul style="list-style-type: none"> <li>Ongoing support/guidance/communication and reporting as required</li> </ul>
Soup Van Program Volunteers	Internal	<ul style="list-style-type: none"> <li>Ongoing support/guidance/communication as required</li> </ul>
Support teams in Central Office	Internal	<ul style="list-style-type: none"> <li>Support and advice</li> </ul>
People who access the Soup Van Program	External	<ul style="list-style-type: none"> <li>Providing a safe environment where food and friendship can be delivered</li> </ul>
Referral agencies	External	<ul style="list-style-type: none"> <li>Develop formal and informal relationships/ agreements to develop referral pathways for the people needing further assistance</li> </ul>
Government and Non-Government Organisations	External	<ul style="list-style-type: none"> <li>Develop formal and informal relationships/ agreements which support the work of the Society in accordance with the Strategic Plan and Business Plan</li> </ul>
Suppliers	External	<ul style="list-style-type: none"> <li>Procurement</li> </ul>
Donors and Corporates	External	<ul style="list-style-type: none"> <li>Funding and Public Relations</li> </ul>



## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

## KEY REQUIREMENTS

### Qualifications

- Tertiary qualifications in Management, Community Development, Welfare or equivalent
- Commercial Food Safety Certificates (highly regarded)

### Skills

- Exceptional people and coaching skills
- Outstanding written and verbal communication skills
- Highly skilled at forging internal and external relationships
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Strong time management skills, including the ability to meet deadlines and balance priorities
- Ability to work well under pressure
- Ability to work effectively with large volunteer teams

### Knowledge / Experience (ideal)

- Demonstrated experience in managing multi-site operations
- Demonstrated commitment and/or working knowledge of working alongside people experiencing disadvantage and marginalisation
- Demonstrated experience of working in the food or hospitality Industry
- Demonstrated experience in developing and sustaining effective working relationships in order to achieve effective outcomes for people who access the Soup Van program.
- Experience developing and monitoring program metrics
- Experience leading and engaging people to achieve objectives
- Experience coaching and developing employees in a large team

### Attributes

- Respects the work of volunteers
- Understanding and empathy for people experiencing or at risk of homelessness or disadvantage.
- Behaves in an ethical and professional manner at all times
- Flexible and adaptable
- Strong customer service orientation
- Leadership, courage and resilience
- Outcomes driven
- Willingness to travel throughout Victoria as required
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society



THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.