



POSITION DESCRIPTION

Position Title:	Soup Van Coordinator
Location:	Box Hill
Reporting to:	Soup Van Manager
Direct Reports:	NIL

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 Coordinator provides support and resourcing for a number of Soup Van operations across Victoria. The position is responsible for the smooth running of those Soup Van operations, ensuring all volunteers are working in a safe environment, food and vehicle safety regulations are met, training materials are regularly updated, and volunteer compliance is monitored and maintained.

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 role will be based both in Central Office for two days per week and out at various Soup Van locations across inner Melbourne/outer suburbs and Gippsland three days per week (2pm-10pm).

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 and 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.

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



KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • 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 • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Impact and Reporting	<ul style="list-style-type: none"> • Support the delivery of high quality services and implement team plan • Monitor Soup Van performance against performance and outcome measures with tracking and support Soup Van teams with corrective measures as needed (need to increase visibility of this) • Report to Soup Van Operations Manager (SVOM) as required
Volunteer Support and Communication	<ul style="list-style-type: none"> • Support the Soup Van Leaders to build a cohesive and engaged team and foster a culture with our mission at its centre • Build and maintain strong relationships with Soup Van Leaders, volunteers and other stakeholders and the capacity to influence and encourage volunteers and improve services • Ensure effective communication between central office and volunteers • Work with the SVOM and HR to recruit the right number of suitable volunteers on all Soup Van operations • Coaching and redirecting volunteers as required in all areas of operations standards • Assist with providing induction and training plans for volunteers • Work with SVOM and HR to build succession plans for all Soup Van Program leadership roles • Implement recognition awards and events for volunteers • Ensure all staff and volunteers are compliant (food safety, police checks, WWCC, driver licenses)
Relationships and Networks	<ul style="list-style-type: none"> • Work with SVOM to represent the Society on industry networks to build the Society's reputation and continue bringing new learnings into the organisation to improve our services
Facilities, Vehicles and Equipment	<ul style="list-style-type: none"> • Monitor /audit the standard and use of vehicles • Monitor / audit all kitchen equipment to ensure it is maintained to a high standard • Coordinate annual audit of facilities, vehicles and equipment • Engage with your stakeholders to identify and work through the resolution of any issues arising from facilities, vehicle or kitchen audits and day-to-day observation
Safety, Child Safety and Food Safety	<ul style="list-style-type: none"> • Ensure food safety standards are being met and that all volunteers have completed food safety training • Ensure child safety standards are being met • Ensure vehicle safety is being met • Engage with your staff and volunteers to identify and work through the



	<p>resolution of hazards and incidents</p> <ul style="list-style-type: none"> Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required Respond to feedback received on the services Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes Ensure your teams understand and are accountable for risk management with their work
Projects	<ul style="list-style-type: none"> Support the SVOM with any projects as required.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Soup Van Manager	Internal	<ul style="list-style-type: none"> Line Manager
Soup Van Operation Team	Internal	<ul style="list-style-type: none"> Daily Operations
Soup Van Program Presidents and Leaders	Internal	<ul style="list-style-type: none"> Ongoing support/guidance/communication and reporting as required
Soup Van Program Volunteers	Internal	<ul style="list-style-type: none"> Ongoing support/guidance/communication as required
Support teams in Central Office	Internal	<ul style="list-style-type: none"> Support and advice
People who access the Soup Van Program	External	<ul style="list-style-type: none"> Providing a safe environment where food and friendship can be delivered
Suppliers	External	<ul style="list-style-type: none"> Ensuring that adequate and safe food is provided
Networks and co-located services	External	<ul style="list-style-type: none"> Service delivery



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 Welfare or equivalent (or a service related discipline highly regarded)
- Commercial Food Safety Certificates (highly regarded)

Skills

- Strong attention to detail with an audit/ quality focus
- Outstanding written and verbal communication skills
- Exceptional people skills, coaching and influencing skills
- Highly skilled at forging internal and external relationships
- Innovative & practical in problem solving
- Effective judgement & decision making
- Strong time management skills, including the ability to meet deadlines and balance priorities
- Ability to work well under pressure

Knowledge / Experience

- Demonstrated experience in the use of Microsoft Office products i.e. Outlook, Excel, PowerPoint, Word and data management
- Commitment and/or working knowledge of assisting people experiencing disadvantage and marginalisation
- Experience of working in the Food Industry (or service related discipline highly regarded)
- Demonstrated experience in developing and sustaining effective working relationships and partnerships in order to achieve effective client outcomes

Attributes

- 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
- 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.