

# South Vinnies Van Services Assistant

## Position Description

<b>Directorate</b>	Membership, Volunteers and Regional Operations
<b>Reports to:</b>	South Vinnies Vans Service Coordinator
<b>Direct reports:</b>	NIL
<b>Location:</b>	Coniston, Wollongong
<b>Primary position objective:</b>	Ensure resources are available and facilities and vehicles are maintained to enable the efficient operation of Vinnies Van Services and work with volunteers and other stakeholders on-site to promote an efficient service.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

**Member and Youth Experience:** this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

**Member Programs:** this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

**Volunteer Experience:** this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

**Regional Operations:** this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

### Accountabilities and responsibilities

The Vinnies Van Services Assistant will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Ensure all resources and facilities are maintained hygienically and in accordance with WHS requirements.
- Maintain accurate records of stock, equipment and assets and provide information to the Coordinator regarding the purchase of supplies.

- Receive, unpack and sort deliveries and donations.
- Supervise on-site volunteer activities as directed.
- Food preparation.
- Ensure service vehicles are maintained in accordance with safety and service requirements.
- Drive service vehicles as required.
- Maintain good relationships with other bodies and stakeholders who interact with the Society and its clients.
- Attend and actively participate in staff meetings as required.
- Work with other staff in a manner that encourages teamwork and a commitment to an overall positive organisational culture.
- Communicate to the Coordinator any observations that may affect the operation of the service.
- Perform other related duties as may be requested from time to time.
- Display a positive attitude and enthusiasm, working in a collaborative manner with all stakeholders.
- Participate in training and professional development as required.
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations.
- Attend regular supervision and participate in the Society's appraisal process.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Stock levels are constantly maintained.
- Food is prepared to the highest standard.
- Service is meets client's needs.

## Key working relationships

In addition to the South Vinnies Vans Services Coordinator, the Vinnies Van Services Assistant will foster close working relationships with:

- Volunteer teams
- Regional President and Conference members

## Essential Criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People-we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision

making and efficient and effective use of resources.

- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### **Role-specific criteria**

- Demonstrated knowledge and experience in safe food handling practices; willing to work towards completing a food handling certificate
- Willingness to complete housekeeping, light cooking, and manual tasks.
- Demonstrated time management and organisational skills and the capacity to be self-motivating.
- Commitment to maintain a high standard of WHS practices in the workplace.
- Demonstrated ability to work with a diverse range of people in an inclusive manner.
- NSW driver licence (Class C) (unrestricted) and the confidence and capability to drive a 7-seater van and a small truck.

### **Desirable Skills**

- Experience working in a community service e.g. disability, aged care, youth services
- Prior experience and/or understanding of the not-for-profit sector.
- Understanding of issues related to working with volunteers.