

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Soup Van President</b>
<b>Location:</b>	<b>Various</b>
<b>Reporting to:</b>	<b>Soup Van State President</b>
<b>Direct Reports:</b>	<b>Soup Van Night Leaders</b>

### 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; Compeer programs for people experiencing mental illness; 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.



**PURPOSE OF ROLE**

The primary aim of the 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. This program operates within the Mission, Vision and inspired Values of the St Vincent de Paul Society.

The Soup Van Program is a Special Work of the State Council of the St Vincent de Paul Society. Currently operating from Berwick, Collingwood, Dandenong, Endeavour Hills, Fitzroy, Footscray, Moe, Rosebud and Traralgon. We have more than 1,300 dedicated volunteers grouped into teams and headed by a soup van president for each operation. More than 250,000 meals are served annually and the soup vans run 365 days a year – rain, hail or shine. Volunteers provide soup, sandwiches, fruit and other food and drinks at public locations advertised on our website, as well as boarding and rooming houses, crisis accommodation, social housing and other residential locations. The itinerary of each Soup Van Operation is decided by the Soup Van Committee, taking account of factors such as unmet need and the level of funding from the Society and elsewhere.

As a Volunteer on the Soup Van Program you have Rights and Responsibilities and these are explained in the *Volunteer Rights and Responsibilities Policy*. This Policy states the expectations that the St Vincent de Paul Society has of you while involved in this work, as well as the expectations you can have of the St Vincent de Paul Society whilst engaged with us.

**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<p><b>Soup Van Operations</b></p>	<ul style="list-style-type: none"> <li>• Accept direction from the State Soup Van President Victoria, the Work Health and Safety Manager of SVDP and the Soup Van Operations Manager of SVDP.</li> <li>• Attend to everyday issues/problems as advised by the Soup Van Night Leaders, Soup Van Operations Manager, Soup Van Coordinators and Soup Van President Victoria.</li> <li>• Maintain two-way communication with Night Leaders.</li> <li>• Model 'best practice' according to the SVDP Soup Van Policies &amp; Procedures.</li> <li>• Ensure that all resources; be they volunteer, material or financial, are managed effectively and with efficiency to achieve Soup Van objectives. Liaise closely with Night Leaders to ensure new Volunteers are appropriately inducted and supported as they familiarise themselves with the role.</li> <li>• Liaise with Soup Van Operations Manager and Soup Van Coordinators in relation to issues regarding running of the Soup Van Operation that requires assistance and support.</li> <li>• Report and investigate all incidents in consultation with Night Leaders, State Soup Van President Victoria, Soup Van Operations Manager, Soup Van Coordinators and Work, Health Safety Manager at SVDP to ensure appropriate follow up and recording.</li> <li>• Report any complaints made to the Soup Van Operations Manager.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide a point of contact for the Soup Van Operations Manager in order to remain informed of any promotional, corporate, community or media events.</li> <li>• Advise of any events or opportunities that require Central Office assistance or expertise such as potential grant funding or sponsorship.</li> <li>• Attend State Soup Van Program Advisory Committee meetings and ensure regular communication with State Soup Van President Victoria, Soup Van Operations Manager, Soup Van Coordinators and other relevant personnel.</li> <li>• Coordinate, or delegate the reporting of, the Soup Van statistics for each Soup Van Run based on Nightly Record Sheet information and current paperwork and provide these monthly to Soup Van Administration for DHHS monthly reporting and for the Annual Report.</li> <li>• Provide, or delegate the reporting of, statistical returns as required, including details of new and retiring Volunteers on a quarterly basis to the Soup Van Operations Manager in order to maintain an accurate register of volunteers.</li> <li>• Make suggestions to improvements to Soup Van Program Policies and Procedures through the State Soup Van Advisory Committee.</li> <li>• Liaise with Soup Van Operations Manager on training, orientation and induction, and assist in implementing training sessions as required.</li> <li>• Identify training needs of Volunteers which will ensure there are necessary skills to maintain the ongoing Soup Van Operation and liaise with the Soup Van Operations Manager in sourcing the training.</li> <li>• Liaise with kitchen providers, food sources, local councils, police and community groups, in partnership with the Soup Van Operations Manager.</li> <li>• Conduct random assessments of safe food practices of Volunteers including storage, preparation and handling of food.</li> <li>• Ensure kitchen and equipment is kept in a clean hygienic manner and good working order.</li> <li>• Liaise with State Soup Van President Victoria and Soup Van Operations Manager to coordinate vehicle maintenance and repairs.</li> <li>• Maintain stationery and forms at each site.</li> <li>• Attend information and training sessions as required.</li> <li>• Attend committee meetings to ensure effective communication between committee members, Soup Van President and all volunteers.</li> <li>• Maintain the confidentiality and privacy of Volunteers, staff and those using the Soup Van service.</li> <li>• Provide true and accurate information to Volunteers, staff and those using the service, so that adequate safety, security and appropriate support can be provided.</li> </ul>
<p><b>Responsibilities of and to the State Soup Van President Victoria</b></p>	<ul style="list-style-type: none"> <li>• Live out the Vincentian mission in conduct and promote it to all Soup Van Volunteers within the Soup Van Operation.</li> <li>• Provide leadership, guidance and motivation for Night Leaders and Volunteers.</li> </ul>



	<ul style="list-style-type: none"> <li>Engender a culture that promotes continuous improvement and responsible information sharing to maximise benefit to clients, Volunteers and the future development and operation of the Soup Van Program.</li> <li>Promote a welcoming, safe, productive and rewarding experience for all volunteers within the Soup Van Operation.</li> <li>Ensure that Night Leaders are fulfilling their duties and support them in their role.</li> <li>Appoint or invite committee members, such as: Vice President, treasurer, secretary, Night Leaders, coordinator, food safety supervisor, supplies/ordering officer.</li> <li>Chair the monthly/bi-monthly Soup Van Committee meetings and offer support to the other Committee members.</li> <li>Disseminate the minutes from the Soup Van Committee meetings and follow up on action items.</li> <li>Oversee the finance and budget to the Soup Van Operation and support the treasurer in their role.</li> </ul>
<b>Administration and Compliance</b>	<ul style="list-style-type: none"> <li>Complete your Police Check, Working With Children Check (WWCC) and Food Safety certificate, and ensure these are current for the duration of your time with SVDP.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Wear a seat belt at all times in the Soup vehicles.</li> <li>Understand and comply with SVDP OHS policies, procedures and legislative requirements relevant to the position.</li> <li>Follow any restrictions/regulations communicated through Soup Van Operations and/or Risk Management team.</li> <li>Understand and comply with the Food Safety Policy and Procedure.</li> <li>Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions.</li> <li>Identify and report hazards to the Night Leader or Soup Van Operations Manager or Coordinators.</li> <li>Ensure the integrity of personal space and safety – be aware of your surroundings.</li> <li>Alert others to potential dangers, risks or concerns.</li> <li>All Soup Van Drivers are required to complete the 'Drivers Statutory Declaration Form' to confirm their fitness and ability to drive the Soup Van Vehicles - <b>please refer to Soup Van Volunteer Driver Position Description.</b></li> </ul>

**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
State Soup Van President Victoria	Internal	Direct reporting, provision of information and support
Other Soup Van Volunteers	Internal	Teamwork and support



Soup Van Program Operations Manager	Internal	Provision of information and support
Soup Van Program Operations Team	Internal	Provision of information and support
Soup Van Service Recipients	External	Serve soup, food and beverages to the recipients of the Soup Van Program with dignity, respect and compassion and in line with the Food Safety Policy and Procedure.
Other SVDP Staff	Internal	Provision of information and support

## KEY REQUIREMENTS

### Qualifications and Licences:

- All Volunteers are required to complete a current Police Check, Working with Children Check (WWCC), to the satisfaction of SVDP.
- All Volunteers are required to complete a Food Safety Certificate.
- A current Victorian drivers' licence is required if you are driving the Soup Van.

### Knowledge, Skills and Experience:

- Previous Volunteering experience (in any capacity) would be advantageous.
- Previous leadership experience (in any capacity) would be advantageous.
- Knowledge and understanding of Food Safety Regulations and Practices would be advantageous.
- Ability to use computer systems for basic tasks including, but not limited to; word processing, completing forms, using the internet and email.

### Personal Attributes:

- **Customer Service Focus** - *Strong customer service orientation, with a passion for helping others.*
- **Strong Verbal Communication Skills** – *Ability to communicate effectively with others.*
- **Teamwork** – *Ability to work well with others and to contribute positively in a team environment.*
- **Integrity** - *Behaves in an ethical and professional manner at all times, acting with integrity and maintaining confidentiality and privacy of Volunteers, staff and those using the Soup Van service.*
- **Resilience** – *Ability to cope with unexpected situations and/or problems. Ability to persevere, remaining calm and focused in demanding environments.*
- **Empathy** – *Acting with empathy, treating all service recipients/clients, Volunteers and staff with dignity and respect.*
- **Interpersonal Skills** – *Presents with a friendly and professional demeanour, with the ability to build rapport with individuals from a range of backgrounds and cultures - being respectful of the views and circumstances of others.*
- **Self-Management** – *Ability to remain focused and self-motivated to effectively complete tasks. Ability to multi-task and manage competing priorities.*
- **Commitment** – *Commitment to the work of the Soup Van Program, commitment to complete rostered shifts (in accordance with your advised availability), and to undertake required tasks.*
- **Problem-solving skills** – *Ability **proactively adapt to changing circumstances** and to problem solve with assistance and support from Night Leaders, fellow Volunteers and SVDP staff.*
- **Organisational Awareness** - *Awareness of, and ability to work within, the ethos of the Society and the Code of Conduct for Soup Van Volunteers.*

### Other Requirements and Information:

- **Please note:** All Volunteers are required to complete a current Police Check and Working with Children Check (WWCC), to the satisfaction of SVDP.



- Volunteers must complete their Soup Van Volunteer Registration Form to be considered for Volunteering opportunities.
- All Volunteers are required to satisfactorily complete Food Safety training and obtain a statement of attainment for the Food Safety Certificate prior to commencing as a Volunteer.
- Volunteers may have a usual place of work, however may also choose to volunteer at other Soup Van locations from time to time.
- Volunteers must have the right to work/volunteer in Australia – either by being an Australian Citizen, a Permanent Resident, or by holding a valid work permit/visa.
- Soup Van Volunteers may be required to undertake physical activities.

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.