



POSITION DESCRIPTION

Position Title:	Soup Van Team Leader
Location:	Box Hill
Reporting to:	General Manager Membership
Direct Reports:	Soup Van Coordinators & Administration Support

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

The organisations:

St Vincent de Paul Society Victoria Inc. is the single member of VincentCare Victoria, a company limited by guarantee created in 2003 to focus on the age care services and government funded community services activities of the Society. Within the overall structure are three separate legal entities, each with their own governance structure, but sharing CEO and central offices. The organisations took the decision to co-locate their central offices in 2020. There is also to be a transition to a shared services model (including HR, Finance, IT, Risk and Marketing, Fundraising and Communications) which will provide internal services across the organisations.

St Vincent de Paul Society Victoria:

The St Vincent de Paul Society Victoria is a well-recognised and highly regarded charitable organisation established in Australia in 1854, which aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. It does this by respecting their dignity, sharing hope and encouraging people to take control of their own destiny. Staff, volunteers and members provide practical support, advocacy and friendship to the most vulnerable in our community.



St Vincent de Paul Society Victoria delivers its services through a group structure. At the core is SVdP, primarily funded through its retail network of Vinnies shops and its fundraising activities which delivers material and companionship to those in need through its home visitation, assistance centres, soup vans and a range of education programs.

VincentCare:

VincentCare provides a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. The primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society (the 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 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 lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA), and children with a disability.

Whilst all Society programs and activities may not involve regular contact with children by members, volunteers and employees, it is the decision of the Society State Council that all Society programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

The Soup Van Team Leader provides operational support and resourcing for the Soup Van Program across Victoria. The Society currently has nine 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 ensuing 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
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
Lead, manage and motivate team to achieve their objectives	<ul style="list-style-type: none"> • In conjunction with HR; recruit, develop and retain a skilled and motivated team • Build a cohesive and engaged team and foster a culture with our mission at its centre • Communicate effectively with your team through regular team and individual meetings • Lead the team in the practice of continuous improvement
Safety	<ul style="list-style-type: none"> • Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents • Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required • 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
Impact and Reporting	<ul style="list-style-type: none"> • Demonstrate the effectiveness and impact of our Soup Van operations and services by: <ul style="list-style-type: none"> ○ Enhance the current reporting to provide greater understanding of our impact and current and emerging needs to inform future services ○ Regularly review provision of services to ensure that it meets the needs of the community • Report according to DHHS Service Agreement requirements
Volunteer Support and Communication	<ul style="list-style-type: none"> • Build and maintain strong relationships with Soup Van Leaders, volunteers and other stakeholders and the capacity to influence and encourage volunteers • Ensure effective communication between Special Works Leaders, relevant Society staff, Conferences, Central Office Management, members and volunteers • Work with HR to ensure that there are sufficient volunteers to support all soup van operations



	<ul style="list-style-type: none"> • Ensure organisational orientation, local induction and training plans are in place (leadership development and general training) • Work with HR to build succession plans for all Soup Van operations leadership roles • Oversee 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"> • Build and develop formal partnership agreements with referral and support agencies which allow holistic pathways for people presenting to the service • 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. • Build and maintain strong relationships with external stakeholders (DHHS, Woodards, FareShare, local government, Schools, parishes, councils, universities, Tasty Fresh, etc.)
Facilities, Vehicles and Equipment	<ul style="list-style-type: none"> • In collaboration with Facilities and Special Works Manager manage lease agreements for all soup van kitchens (council, parish, schools) • Work with the Facilities team and Transport manager to ensure that the vehicles are maintained and manage turnover / replacement plan • Ensure all kitchen equipment is maintained to a high standard (includes tag and testing, council audits, etc.). • Coordinate annual audit of vehicles and equipment
Safety, Child Safety and Food Safety	<ul style="list-style-type: none"> • Ensure food safety standards are being met with the preparation, transportation and distribution of food • Ensure regular Food Safety Audits are completed, recorded and feedback provided by Soup Van Co-ordinators to volunteer leadership teams • Manage volunteers have completed food safety training • Ensure volunteers are aware of the child safety standards in place across the Society • Ensure drivers and Night Leaders are aware of vehicle safety requirements • Engage with your staff and volunteers to identify and work through the requirements for reporting incidents • Investigate incidents and close off related actions in the required timeframes; engage HR for support where required • 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 (conduct annual risk assessment and ensure entered on Risk register) • Ensure systems are in place for the management of feedback • Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures



POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager Membership	Internal	<ul style="list-style-type: none"> Line Manager
Soup Van Coordinators & Administration	Internal	<ul style="list-style-type: none"> Direct Reports. Daily Operations/ Supervision
Soup Van President Victoria	Internal	<ul style="list-style-type: none"> Daily operations/conduit to the Presidents and Night Leaders
Soup Van Presidents and Night 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
Referral agencies	External	<ul style="list-style-type: none"> Develop formal and informal relationships/ agreements to develop referral pathways for the people needing further assistance
Suppliers	External	<ul style="list-style-type: none"> Procurement
Donors and Corporates	External	<ul style="list-style-type: none"> Funding and Public Relations

DELEGATIONS OF AUTHORITY

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

KEY PERFORMANCE INDICATORS

These will be developed by the General 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
- Outstanding public speaking skills with the ability to present to a wide audience

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.