

# Position Description

## Community Support Coordinator



Foodbank Victoria

<b>POSITION:</b>	Community Support Coordinator	<b>LOCATION:</b>	Yarraville
		<b>DIRECT REPORTS:</b>	Volunteers
<b>REPORTS TO:</b>	Food Supply Manager	<b>APPROVED BY:</b>	Chief Executive Officer - David McNamara
<b>DATE PREPARED:</b>	June 2022	<b>CEO SIGNATURE:</b>	

### PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of 533 charity partners across the State, we're able to provide 1.2 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the State's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to best determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none, ensuring that all those in need will be met with our three guiding principles. Dignity. Equity. Respect.

### The Position

The Community Support Coordinator is responsible for supporting agency and programs teams with data maintenance and analysis, product listings and a range of sales support activities across the food out teams. The position also encompasses a customer service focus.

### ACCOUNTABILITIES:

KEY RESULT AREA	PERFORMANCE STANDARDS
Deliver Support	<ul style="list-style-type: none"> <li>Responsible for Agency Portal including reviewing listed products, dates and changes to handling fees</li> <li>Acts as communication link between Food Out and Operations teams to ensure seamless delivery of stock into programs and partners.</li> <li>Use data provided by analyst to review stock position regularly and prioritise access where necessary.</li> <li>Proactively offer stock to agencies to limit stock wastage</li> <li>Maintaining accurate and updated information on Salesforce including customer/agency creation and maintenance</li> <li>Running and preparing reports as requested</li> <li>Provide Saavi support for customers in conjunction with State network team</li> <li>Liaise with Ops/Logistics to resolve escalated issues in</li> </ul>

	<ul style="list-style-type: none"> <li>relation to orders, complaints, queries</li> <li>Assisting in managing the info@foodbank and SBP group email address</li> <li>SBP order exception management and checking</li> <li>Facilitate collaboration and visibility of functions across Food Programs and Partnerships team</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>Communicate with internal and external customers in a courteous, professional and prompt manner both in person and on the phone.</li> <li>Answer and forward phone calls to the relevant team or person.</li> <li>Assist agencies with orders as required, resolve problems if possible and refer complex issues to Food Supply Manager</li> <li>Invoice orders for agencies and programs</li> <li>Assist customers with order amendments, changes &amp; queries and organise credits where required</li> <li>Provide Savvy support for all customers</li> <li>Manage the info@foodbank and SBP group email address</li> <li>Support the Agency Portal oversight, including reviewing listed products, dates, and Handling fees</li> <li>Complete agency related paperwork as directed.</li> <li>Perform general administrative tasks as directed, in line with your skills and experience.</li> <li>Administration tasks may include; filing, updating Salesforce, assisting with food drives, data entry, work processing and mail outs. Tasks may be undertaken for all food programs and partnerships as directed by your Manager.</li> </ul>
Occupational Health and Safety	<ul style="list-style-type: none"> <li>Ensure compliance with OHS requirements for vehicle use and driving practices when using FBV fleet vehicles.</li> <li>Ensure that Occupational Health and Safety standards and procedures are maintained by all employees, volunteers, community members and visitors.</li> <li>Encourage continuous improvement in OHS practices by recommending changes and implementing agreed improvements.</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>Positive participation in regular team meetings.</li> <li>Inform team members and other departments of relevant information as appropriate.</li> <li>Willingness to undertake training and development opportunities as appropriate.</li> <li>Effective time management and organisational skills demonstrated through ability to meet deadlines.</li> <li>Demonstrate the Foodbank Victoria values in all work activities.</li> <li>Willingness to undertake other duties as required.</li> </ul>
Authorisation Level	<ul style="list-style-type: none"> <li>Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment.</li> <li>In the absence of your Manager, approval of the CEO or two department managers is required.</li> <li>All employment decisions must be approved by the CEO.</li> </ul>
Physical Requirements	<ul style="list-style-type: none"> <li>Ability to perform standard office based tasks including computer use.</li> <li>Ability to lift items approximately 10kg weight.</li> <li>Ability to travel up to 2 hours into regional Victoria</li> </ul>

**KEY PERFORMANCE INDICATORS:**

<b>PERFORMANCE &amp; WEIGHTING</b>	<b>INDICATOR</b>	<b>MEASURES</b>
<b>1. Achievement of Key Results</b>	<ul style="list-style-type: none"><li>• Proactive ownership of issue resolutions and opportunity optimisation between the food out teams and internal stakeholders, e.g. food in, logistics and ops</li><li>• Agency portal listing is accurate and reflective of the stock position we can offer</li><li>• Effective, warm and professional customer service for all who interact with Foodbank Victoria.</li><li>• Ability to use discretion with confidential and sensitive information.</li><li>• Efficient organisational skills with strong attention to detail, ability to prioritise, meet deadlines and provide support to management.</li><li>• Compliance with Occupational Health and Safety standards.</li></ul>	<ul style="list-style-type: none"><li>• Ensure ease of communication with internal departments</li><li>• Increased efficiencies between internal stakeholders to move more food out</li><li>• Administrative tasks completed accurately within the timeframe required.</li><li>• No reported customer service complaints.</li></ul>
<b>2. Foodbank Victoria Values and Policies</b>	<ul style="list-style-type: none"><li>• Ensure a safe and healthy working environment.</li><li>• Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy and respect.</li><li>• Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment &amp; bullying.</li><li>• Accept responsibility and accountability for our actions, work performance and the use of property.</li><li>• Act in ways that maintain our integrity, reputation and the confidentiality of information of all stakeholders.</li><li>• Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies.</li><li>• Report and act upon any known violations of Foodbank Victoria policies.</li></ul>	<ul style="list-style-type: none"><li>• Compliant with Foodbank Victoria's policies and procedures.</li><li>• Undertakes internal workplace audit every 12 months.</li><li>• Compliant with Foodbank Victoria confidentiality requirements.</li><li>• Reported any violations of Foodbank Victoria policies to manager.</li></ul>
<b>3. Team Performance</b>	<ul style="list-style-type: none"><li>• Contribute to a flexible and stimulating workplace that encourages honest and effective communication.</li><li>• Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work.</li><li>• Act and communicate ethically with all stakeholders.</li><li>• Adhere to ethical purchasing procedures.</li><li>• Avoid all conflicts of interest.</li></ul>	<ul style="list-style-type: none"><li>• &gt;90% Team meetings attended.</li><li>• Training programs are achieved.</li><li>• Review discussions completed.</li></ul>

<b>BEHAVIOURAL COMPETENCIES:</b>	<b>REQUIRED (yes/no)</b>	<b>PRIORITY (H,M,L)</b>
<b>Conceptual Thinking</b> - Considers how things fit together. Sees patterns or trends, makes the complex simple.	Y	M
<b>Acting Decisively</b> - Takes action despite obstacles. Makes decisions quickly and in a crisis.	Y	M
<b>Strategic Orientation</b> - Understands, contributes to and aligns work/priorities to strategic business strategies.	Y	M
<b>Focus On Improvement</b> - Sets and works to meet stretching goals. Makes improvements to systems and own work methods.	Y	H
<b>Impact And Influence</b> - Knows own impact and able to persuade others and build alliances.	Y	M
<b>Customer Service Orientation</b> - Takes personal responsibility for customer satisfaction. Addresses customer needs.	Y	H
<b>Leadership</b> - Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.	Y	L
<b>Developing And Coaching Others</b> - Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.	N	
<b>Self-Management</b> - Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.	Y	H
<b>Teamwork and Co-operation</b> - Co-operates and participates positively in the team. Values and encourages others input.	Y	H
<b>Commercial Acumen</b> - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.	Y	M
<b>Flexibility</b> - Looks for alternatives, tries new methods, learns new skills and takes on different roles.	Y	H

### KEY SELECTION CRITERIA:

<b>QUALIFICATIONS</b>	<b>EXPERIENCE</b>	<b>COMPETENCIES</b>
<ul style="list-style-type: none"> <li>• Relevant tertiary level qualifications and/or equivalent experience.</li> <li>• Hold and maintain a current driver's license and provide a Vic Roads Driving History Report.</li> <li>• Willingness to undertake a criminal record check.</li> <li>• Ability and willingness to drive in regional Victoria</li> </ul>	<ul style="list-style-type: none"> <li>• Organised with excellent attention to detail</li> <li>• Ability to build positive and effective working relationships.</li> <li>• Well-developed written and verbal communication skills.</li> <li>• Good numerical and analytical skills.</li> <li>• Ability to work independently and within a team environment.</li> <li>• Experienced in the use of Microsoft Office programs, including Word, Excel and PowerPoint.</li> <li>• Experience using a customer relationship management system.</li> <li>• Experience managing stakeholder relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Seeks feedback and responds appropriately.</li> <li>• Copes with change effectively.</li> <li>• Resourceful and takes initiative.</li> <li>• Works diligently to meet and exceed accountabilities.</li> <li>• Makes others feel valued.</li> <li>• Is reliable, consistent and fulfills commitments.</li> <li>• Plans and organises work efficiently and effectively.</li> <li>• Excellent attention to detail.</li> <li>• Thinks ahead to anticipate and avoid barriers.</li> <li>• Works collaboratively.</li> <li>• Identifies opportunities to grow or improve the organisation.</li> <li>• Maintains confidentiality.</li> </ul>

I have read, understand and agree to this position description:

Name:	
Signature:	
Date:	