

FOODBANK VICTORIA

POSITION DESCRIPTION



POSITION	Food Literacy Coordinator		
DEPARTMENT	Operations		
LOCATION	Altona/Brooklyn		
REPORTS TO	Program Delivery Manager		
DIRECT REPORTS	Program Facilitators, Volunteers		
KEY CONTACTS	Operations Team, Commercial Team, Community Food Centre's		
AWARD & CLASSIFICATION	SCHADS, Level 4		
DATE	December 2025	EXECUTIVE SIGNATURE	<i>D Whitchelo</i>

ROLE PURPOSE

The Food Literacy Coordinator position will play a crucial role in developing content for new food literacy programs. This role involves creating program content, such as educational materials, lesson plans, manuals, and tools, that promotes healthy eating habits and improves individual's food literacy. This role will work closely with the Operations and Commercial teams to develop engaging and informative content that meets the needs of various audiences.

The role is also responsible for the delivery and day to day management of the SBCP Cooking Classes program. This is a food literacy and cooking skills program that will be delivered to parents and students in targeted state schools across Victoria.

MAJOR ACCOUNTABILITIES

#1: Food Literacy Program Content Development

- Writing content for new food literacy programs, in collaboration with the Operations and Commercial Teams.
- Creating content such as, but not limited to, recipes, lesson plans, tool kits, presentations, and interactive activities that engage learners and promote healthy eating habits.
- Staying up-to-date with latest/relevant food literacy trends.
- Provide food literacy content informed by industry best practice that reflects the diverse needs of the community including cultural and nutritional needs.
- Develop training manuals for food literacy programs.
- Evaluating and revising existing content to ensure accuracy and relevance.

#2: Manage Cooking Classes – Program Facilitators

- Ensure that the Annual Plan for the Program and individuals are developed and met.
- Effective and productive management of direct reports and volunteers within the department, including regular weekly 1-on-1 and team meetings.
- Perform regular reviews with employees, identifying and resolving performance issues, training, and development requirements.
- Ensure that FBV's values and goals are understood and practised throughout the team.
- Maintain a climate that attracts, retains, and motivates staff and volunteers.

#3: Program Coordination

- Coordinate the delivery of the SBCP Cooking Classes program.
- Implement the Cooking Classes program in identified schools according to agreed targets and timelines.
- Ensure that the program adheres to budget.
- Coordinate program scheduling, including school bookings, confirming school approvals, course scheduling, and recruitment of participants.
- Coordinate staffing, logistics, and food procurement for course delivery.
- Ensure food safety requirements are met and maintained.
- Ensure the Cooking Classes program aligns with Victorian Government's health promotion in the school framework and any other relevant standards.
- Review all program activities to identify problems and implement continuous improvement processes.
- Contribute to annual program evaluation for internal and external stakeholders.
- Provide reports to management, FBV Board, and the Department as directed.
- Ensure all relevant program partner data is captured in Salesforce.
- Ensure all administration tasks are completed within agreed timeframes.

#4: Food Literacy Program Facilitation

- Train others to facilitate food literacy programs.
- Facilitate food literacy education classes if required, including travel to regional Victoria with the requirement to stay overnight.

#5: Workplace Health and Safety (WHS)

- Comply with all company policies, procedures, and code of conduct.
- Assist achieving our company vision through meeting our legal, moral, and ethical obligations.
- Ensure WHS policies and processes are adopted across the organisation.
- Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements.
- Ensure the office is clean, safe and conducive to work.
- Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times.
- Lead by example and display an active commitment to company policy and WHS compliance.
- Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.

#6: Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate.
- Willingness to undertake other duties as required.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Demonstrate the Foodbank Victoria values of empowerment, accountability, respect, and integrity in all work activities.

TECHNICAL KNOWLEDGE

- Relevant tertiary qualification and/or significant work experience.
- Dietetics or Nutritional background is preferred.
- Professional development training undertaken.
- Experience in curriculum development, instructional design, or educational content creation.
- Experience designing and facilitating public health/nutrition, dietetics and hands-on cooking programs.
- Experience working with the education sector or other relevant community organisations including in a program start-up phase.
- Experience using Salesforce or similar customer relationship management systems.
- Experience in the use of Microsoft programs, including Outlook, Word, Excel & PowerPoint.
- Experience working with culturally and linguistically diverse individuals.

PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills.
- Ability to work independently and in a team environment.
- Numerical and analytical skills.
- Well-developed organisational and time management skills.
- Attention to detail.
- Creative thinking with the ability to develop innovative and effective program content.
- Strong research skills and the ability to synthesize complex information into clear and engaging content.
- Excellent stakeholder management skills with the ability to influence others to achieve outcomes.
- Excellent interpersonal skills, with an ability to develop positive working relationships with suppliers and stakeholders both internal and external.
- Demonstrated ability to plan and manage multiple projects.
- Ability to obtain and maintain a valid Working with Children Check.
- Hold and maintain a current driver's license and provide a Vic Roads Driving History Report.
- Ability and willingness to drive, when required.
- Willingness to undertake a criminal record check.
- Ability and willingness to work outside normal office hours to support programs.

VALUES FOUNDATION BEHAVIOURS	
Empowerment	
	<ul style="list-style-type: none"> • We develop Team Members and each other. • We challenge the status quo. • We provide the opportunity for ourselves and others to experience the value of our work. • We recognise and celebrate our accomplishments. • I have input and ownership.
Accountability	
	<ul style="list-style-type: none"> • We encourage excellence. • We encourage continuous improvement & learning. • We ensure performance management consistency. • We accept mistakes and learn from them. • I am accountable for my own performance. • I am part of a team.
Respect	
	<ul style="list-style-type: none"> • We encourage open, constructive feedback. • We give credit where credit is due. • We are inclusive. • We take the time to listen to each other. • We affirm our people. • We allocate tasks that are fair and reasonable to achieve.
Integrity	
	<ul style="list-style-type: none"> • We explain our decisions. • We do what we say we will do. • We call out an issue when it is evident. • Equal contribution is rewarded equally. • I lead by example. • I am committed to do my best. • I am encouraged to stand up for my beliefs.
Equality	
	<ul style="list-style-type: none"> • We encourage people to be themselves. • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We are inclusive with our agencies and partners. • We strive to provide equal opportunity for all – internally and externally. • We call out practices which exclude others.
Diversity	
	<ul style="list-style-type: none"> • We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We embrace diversity in all our people, their experiences, and points of view. • We value all cultures, backgrounds and genders. • We strive to form a diverse atmosphere for all people to be safe and secure. • By celebrating diversity, we help all people to feel included, safe and secure. • We do not tolerate discrimination. • We recognise and respect differences.