

## Position Description

### Foodbank Coordinator

#### Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

#### POSITION PURPOSE AND PRIMARY OBJECTIVES

##### Purpose

The Foodbank Coordinator is responsible for the effective and efficient coordination of the Dunedin Family Works Foodbank to ensure a coordinated approach to receiving, processing and storing donations and coordinating the facilitation of food parcels. This role contributes to the effective delivery of Family Works services to whaiora.

##### Primary Objectives

- To ensure a coordinated process for stock management, including receiving, processing, and storing of donations.
- To ensure accurate and efficient recording of stock received by PSO
- To ensure the proper storing and distribution of food stock according to food safety standards and PSO Food Handling Policy.
- To ensure there is a consistent supply of food parcels available for staff to access
- To provide general assistance and support to ensure the smooth operation of the Family Works Foodbank.

Accountability	Expected Outcomes / Key Performance Indicators
<b>Relationship Building, Teamwork</b>	<ul style="list-style-type: none"> <li>• Develop effective relationships across the organisation.</li> <li>• Maintain and develop effective relationships with external agencies and organisations.</li> <li>• Liaise with key stakeholders to ensure that stock and donations meet service provision needs.</li> <li>• Support and encourage the team through actions and behaviours.</li> </ul>
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• Is highly productive and well organised to ensure that all the job outcomes are completed to a high standard and on time.</li> <li>• Delivers on outcomes promised.</li> <li>• Confidentiality is maintained in all situations.</li> <li>• Ensures that personal views do not impact on the ability to carry out functions of the role effectively.</li> <li>• Is well presented and punctual on all occasions.</li> <li>• Behaviour or actions do not adversely affect personal credibility in the role.</li> </ul>
<b>Service Improvement and Planning</b>	<ul style="list-style-type: none"> <li>• Support coordination of various projects/events and our ability to meet specific deadlines effectively</li> <li>• Implement actions to achieve agreed organisational and operational needs.</li> <li>• Use effective communication strategies.</li> <li>• Manage dynamic issues effectively.</li> <li>• Demonstrates attention to detail and analytical/problem-solving ability are particularly when thinking through potential options and solutions to issues.</li> </ul>

<b>Provide effective and efficient services</b> <b>Foodbank coordination</b>	<ul style="list-style-type: none"> <li>• Co-ordinate and manage Foodbank volunteers to support the effective service delivery of the Foodbank, including managing and coordinating rosters and training, and ensuring that any issues are identified and collaboratively resolved.</li> <li>• Support volunteer induction and training needs ensuring that any issues are identified early and collaboratively resolved.</li> <li>• Support the provision of a calm, safe environment for clients where they feel welcome, and their space and privacy are always respected.</li> <li>• To ensure timely communication regarding the needs of the Foodbank where gaps are identified e.g., concerns regarding stock levels, volunteers lack of resourcing, or health risks.</li> </ul>
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### Expectations of all PSO Employees

<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• In conjunction with their manager, engage in education, training and development opportunities that help build and maintain skills required for the role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>

<p><b>Health and Safety</b></p> <p><i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i></p>	<ul style="list-style-type: none"> <li>• Actively support and comply with H&amp;S policy and procedures.</li> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• All staff are expected to contribute to a safe workplace by raising concerns early with their colleagues, thanking those that raise concerns with them and speaking up when they notice something that might lead to abuse or neglect of those in our care.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<p><b>Te Tiriti O Waitangi / The Treaty of Waitangi</b></p> <p><i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i></p>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>
<p style="text-align: center;"><b>Relationships</b></p>	
<p><b>Reports to:</b></p> <p>General Manager, Family Works</p>	<p><b>Direct Reports:</b></p> <p>None. While the role is supported by Foodbank volunteers, the responsibilities of the Foodbank Coordinator are limited to responsibility around their oversight and coordination.</p>
<p><b>Internal Relationships:</b></p> <p>All Family Works and PSO staff</p>	<p><b>External Relationships:</b></p> <p>Key stakeholders relevant to the effective operation of the Foodbank</p>

## Person Specifications

### Qualifications/ Skills

- Food Handling qualification preferred
- Ability to calculate and facilitate accurate and digitised record keeping

### Experience/ Knowledge

#### **Required**

- Experience leading and working in a dynamic team environment
- Experience working with and managing volunteers
- Knowledge of office procedures and understanding of social services sector

#### **Desirable**

- Experience working within a warehouse/stock inventory control role
- Experience using digitised/computer-based stock/inventory control systems
- Experience in continuous improvement and process improvement
- Experience working in a Foodbank volunteer role

#### **Personal Qualities**

- Ability to communicate well at all levels and be empathetic.
- Professional maturity to handle sensitive/confidential information and to act with tact, and integrity.
- Ability to manage multiple priorities and demonstrate commitment and drive in the attainment of set goals.

### Physical Requirements

This role will involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, heavy lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

## Working Together

### Our Work

- **We are person centered in our organisation.**
- **We strive always to do better, to work hard and to the best of our ability.**
- **Each person knows they make a difference and they feel valued because of this.**

### Our Organisation

- **We are committed to delivering on the organisation direction and values.**
- **We are responsible and accountable for our actions and behaviours.**
- **We are committed to positive, proactive leadership.**
- **Each person is empowered to succeed, with the orientation and on-going support needed.**
- **Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.**

### Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

Founded in our Christian faith, we act with the values of integrity, respect, courage, manaaki and aroha.

