

<b>JOB TITLE</b>	Food Outreach Admin Officer
<b>REPORTS TO</b>	Operations Manager and Food Outreach Lead
<b>HOURS OF WORK</b>	<b>8 – 15hrs a week casual basis</b>
<b>RENUMERATION</b>	The Award for this position is the Clerical Award and the position would be a Level 1

## JOB DESCRIPTION

<b>About Suncoast Care</b>	At Suncoast Care we are on mission to see that no one on the Sunshine Coast goes hungry. But why stop there. We also want to provide a place of connection and community and pathways for people to break free from poverty. Our aim is that people leave feeling supported, cared for and empowered to make positive changes in their life and the lives of their family, so that they would know their value and worth and have a hope filled future not restricted by their needs of today.
<b>Purpose of role</b>	The purpose of the Food Outreach Admin Officer is to provide administration support to the Food Outreach Programs of Suncoast Care as well as the Food Outreach Lead. These programs aim to help address people's immediate need for food relief but also to create warm and inviting environments that provide community and connection to all, but especially those experiencing social isolation.
<b>Main duties and responsibilities</b>	<p>Core tasks include:</p> <ul style="list-style-type: none"> <li>• Manage the Daily Bread email and Facebook page. Including responding to enquiries in a timely manner.</li> <li>• Manage and oversee the new volunteer onboarding process (including linking Blue Cards and adding volunteers into Bright HR).</li> <li>• Develop and distribute the volunteer roster for Daily Bread, including roster enquiries and follow ups</li> <li>• Develop the monthly meal plan in consultation with the Food Outlet Purchasing Officer and the Community Kitchen (Bean at the Chapel) and review weekly for opportunities to utilise fresh donated produce that comes into the Food Outlet.</li> <li>• Liaise with current schools and volunteers in regards to cooking rosters</li> <li>• Coordinate the purchase of any additional produce or supplies with the Food Outlet Purchasing officer to ensure items are ordered in a timely and cost effective manner.</li> <li>• Assist with the organisation of additional events (e.g BeYou nights, DB Christmas dinner)</li> <li>• Maintains operations by following policies and procedures, participating in quality reviews and reporting needed changes.</li> <li>• Maintains client confidence and protects operations by keeping information confidential.</li> </ul> <p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p>
<b>Other duties</b>	Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

- Qualifications**
- Nil required
- Experience**
- Ideally will have 2 years plus administration experience as well as working knowledge of food safety requirements.
- Skills & competencies**
- **Non-judgemental** – accepting of all people regardless of their faith, secularity, ethnicity, ability, social or health status.
  - Understand **Vulnerability** and work to create places where people feel safe and secure.
  - Show **Empathy** – take the time to understand another’s point of view, experiences and emotions.
  - Work to **Empower** those you work with so that they can make choices that lead to growth and positive life change. This includes understanding power imbalances and actively working to redress these.
  - **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
  - **Communication:** the ability to communicate clearly and concisely, both verbally and written, varying communication style depending upon the audience.
  - **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
  - **Teamwork and Collaborative**
  - **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
- Personal attributes**
- **Dedicated** and committed to the work they do – always giving 100%
  - **Generous**
  - **Friendly**
  - Professional approach.
  - Ability to work under pressure.
  - Organisational and time management skills.
  - Excellent attention to detail.
  - Confident manner.
  - Positive approach to change.
- Other**
- Must be able to obtain a “Working with Children” blue card

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

### ACKNOWLEDGEMENT

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

#### SIGNED BY YOU

.....  
Employee

.....  
Date

#### SIGNED BY MANAGEMENT

.....  
Manager

.....  
Date