



**Role:** FoodCare Co-ordinator

**Reports to:** FoodCare Management Committee delegate

**Hours:** 16 HPW over 4 days (flexible)

**Classification:** General Retail Award 2020 Employee Level 4/Clerical Officer Level 2

**Remuneration:** \$26.18 per hour plus superannuation

### **Organisational Context**

FoodCare Orange is a Registered Charity and is an Incorporated Association. It is managed by a voluntary Management Committee. FoodCare provides low cost and free food and groceries to people on low incomes. The organisation also sources food from Foodbank NSW/ACT and local supermarkets through their food rescue programs. This food is still suitable for human consumption, close to its use by date and would otherwise likely go to landfill. The FoodCare shop operates like a minimart, where customers select and pay for their own goods. Donated food is generally offered to customers for free.

The shop is operated by volunteers who work in teams rostered to work approximately 4 hours each fortnight. There are 10 teams of 5 or 6 volunteers each led and supported by a Team Leader. Other volunteers are involved in collecting from supermarkets and driving the free customer transport.

### **Specific Duties**

The FoodCare Co-ordinator's role is to ensure the efficient operation of the service in line with the general aims and objectives of the organisation. They will create a welcoming, safe space for customers, volunteers, suppliers, donors and the general community. With direction from the Management Committee, the Co-ordinator will be responsible for the following:

1. **Volunteer management** – in collaboration with the Management Committee, the Coordinator will be responsible for the recruitment, induction, training, rostering, and support of volunteers and Team Leaders.
2. **Stock control and purchasing** – including ordering and liaising with suppliers, freight companies, collection volunteers, new suppliers and donors, in-shop storage, competitive pricing, stock rotation and an annual stock-take.
3. **Records management** - including managing the volunteer data base, recording and reporting rescued food records via the relevant portals, Volunteer Working with Children and Police Record checks.
4. **Food safety, hygiene and organisation of the FoodCare shop** - to ensure a safe workplace and operating environment for customers, volunteers and visitors that meets the relevant safety and health standards, including refrigeration and freezer temperatures, appropriate storage, checking of use by dates and stock rotation.



5. **Customer relations** - ensure customer's needs are met and that any issues or grievances are responded to promptly or escalated to the Management Committee for resolution.
6. **Reporting** - monthly to the Management Committee in relation to any issues/challenges, good news stories, volunteers, WHS, customer numbers and contribution to the Annual Report.
7. **Attend meetings** - where required.

## Selection Criteria

### Essential

1. Demonstrated ability to work collaboratively and to effectively lead and develop a team of volunteers
2. Demonstrated high level communication, interpersonal, numeracy and literacy skills
3. Strong organisational and co-ordination skills
4. Computer proficiency, including Microsoft Office
5. Records management

### Desirable

1. Experience in customer service and stock management in a retail environment
2. Social media skills
3. Working with vulnerable members of the community

### Physical Demands and Work Environment

The role may involve heavy lifting (with assistance where required) when accepting, storing, unpacking and moving stock

### Certificates and licences

1. Current NSW Driver's licence
2. Working with Children Check (can be obtained after appointment)
3. Police Check (can be obtained after appointment)

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If you are planning to submit an application for this position, please email to [info@foodcareorange.org.au](mailto:info@foodcareorange.org.au) :

- A cover letter addressing the Essential and Desirable Criteria for the position
- A copy of your resume
- Contact details for 2 referees

### Closing Date 5pm Friday 24 November

If you have any questions, please call Alex Ruse on 0400 882 426