



POSITION DESCRIPTION

Position Title:	Driver - Soup Van Program
Location:	Multi-Site at various locations
Reporting to:	Soup Van Operations Manager & Soup Van President
Direct Reports:	NIL

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society (the Society) is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA), and children with a disability.

Whilst all Society programs and activities may not involve regular contact with children by members, volunteers and employees, it is the decision of the Society State Council that all Society programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

The primary aim of the program is to offer food, social connection and referral pathways out of homelessness and poverty to people experiencing, or at risk of, homelessness and disadvantage. This program operates within the Mission, Vision and inspired Values of the St Vincent de Paul Society.

The role of the Driver is to support the Soup Van Operation across multiple sites in Victoria. The responsibility of the Driver is food collection, pick-up and drop-off of donated food and ordering items where required. The role will also include any other duties as requested by the supervisor.

The Driver role requires the ability to lift heavy items when loading and unloading the vehicle. The Driver will need to ensure they have a capacity to undertake regular lifting and the ability to adhere to the Work Health and Safety requirements of the role.

The Soup Van Program is a Special Work of the State Council of the St Vincent de Paul Society. Currently operating from Berwick, Collingwood, Dandenong, Endeavour Hills, Fitzroy, Footscray, Moe, Rosebud and Traralgon. We have more than 1,300 dedicated volunteers grouped into teams and headed by a soup van president for each operation. More than 550,000 meals are served annually and the soup vans run 365 days a year – rain, hail or shine. Volunteers provide soup, sandwiches, fruit and other food and drinks at public locations advertised on our website, as well as boarding and rooming houses, crisis accommodation, social housing and other residential locations. The itinerary of each Soup Van Operation is decided by the Soup Van Committee, taking account of factors such as unmet need and the level of funding from the Society and elsewhere.

The driver is also expected to have a total commitment to safe and legal operating practices and adherence to Food Safety and Road Safety at all times and high levels of customer service with all contacts.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Driving	<ul style="list-style-type: none"> • Drive to and from destinations in a safe, legal, courteous and timely manner • Commitment to a zero alcohol, drugs and other substances • Report any incidents or near misses
Work Health and Safety	<ul style="list-style-type: none"> • Comply and Support the Society's OH&S policies, including Soup Van Program Food Safety Policy and Procedure • Actively support the Society's commitment to zero tolerance of inappropriate workplace practices • Report any unsafe work practices. • Wear a seat belt at all times in the Soup vehicles. • Understand and comply with SVDP WHS policies, procedures and legislative requirements relevant to the position. • Follow any restrictions/regulations communicated through Soup Van Operations and/or Risk Management team. • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions. • Identify and report hazards to the Night Leader or Soup Van Team Leader or Coordinators. • Ensure the integrity of personal space and safety – be aware of your surroundings. • Alert others to potential dangers, risks or concerns. • All Soup Van Drivers are required to complete the 'Drivers Statutory Declaration Form' to confirm their fitness and ability to drive the Soup Van Vehicles.
Customer Service	<ul style="list-style-type: none"> • Represent the Society in a courteous, respectful and professional manner at all times. • Neat and tidy presentation • Understanding of how to refer people to the call centre for assistance.
Collections & Deliveries	<ul style="list-style-type: none"> • Collect and deliver donated food from Tasty Fresh Food Co. Foodbank, Aldi stores and other locations - pickup and unload public donations. • Load and unload food as per safe work practices – in particular see Hazardous Manual Handling Policy as well as other the Society and OH&S policies, Soup Van Program Food Safety Policy and Procedure
Vehicle maintenance	<ul style="list-style-type: none"> • Complete Daily vehicle check list, report any concerns to Soup Van President & Soup Van Vehicle Supervisor • Strict adherence to the Society and OH&S Policies and Soup Van Program Food Safety Policy and Procedure at all times.
People and Culture	<ul style="list-style-type: none"> • Foster cooperative relationships with team members, staff, management and volunteers and other agents of the Society. • To uphold the ethos and spirit of the Society. • Actively support the Society's commitment of zero tolerance of inappropriate workplace practices. • Complete your Police Check, Working With Children Check (WWCC), Food Safety certificate and COVID Vaccination evidence, and ensure these are current for the duration of your time with SVDP.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Soup Van Operations Manager	Internal	<ul style="list-style-type: none"> Supervision
Soup Van Presidents, Volunteers and Night leaders	Internal	<ul style="list-style-type: none"> Daily operations
SVDP Staff and Members	Internal	<ul style="list-style-type: none"> Communication and daily operations
External suppliers / contributors, such as: Tasty Fresh Food Co. Foodbank Multiple Aldi sites	External	<ul style="list-style-type: none"> Communication, relationship management and operations

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Soup Van Operations Manager in consultation with the incumbent and will regularly be reviewed.

KEY REQUIREMENTS

Qualifications and Licences:

- All Staff and Volunteers are required to complete a current Police Check, Working with Children Check (WWCC) and up to date COVID Vaccination certification or exemption to the satisfaction of SVDP.
- A current Full Victorian drivers' licence is required and completed 'Drivers Statutory Declaration Form'
- Food Safety Certificate.

Knowledge, Skills and Experience:

- Previous Volunteering experience (in any capacity) would be advantageous.
- Previous leadership experience (in any capacity) would be advantageous.
- Knowledge and understanding of Food Safety Regulations and Practices would be required.
- Ability to use computer systems for basic tasks including, but not limited to; word processing, completing forms, using the internet, email and participating in video calls.

Personal Attributes:

- Customer Service Focus** - Strong customer service orientation, with a passion for helping others.
- Strong Verbal Communication Skills** – Ability to communicate effectively with others.
- Teamwork** – Ability to work well with others and to contribute positively in a team environment.
- Integrity** - Behaves in an ethical and professional manner at all times, acting with integrity and maintaining confidentiality and privacy of Volunteers, staff and those using the Soup Van service.
- Resilience** – Ability to cope with unexpected situations and/or problems. Ability to persevere, remaining calm and focused in demanding environments.



- **Empathy** – *Acting with empathy, treating all service recipients/clients, Volunteers and staff with dignity and respect.*
- **Interpersonal Skills** – *Presents with a friendly and professional demeanour, with the ability to build rapport with individuals from a range of backgrounds and cultures - being respectful of the views and circumstances of others.*
- **Self-Management** – *Ability to remain focused and self-motivated to effectively complete tasks. Ability to multi-task and manage competing priorities.*
- **Commitment** – *Commitment to the work of the Soup Van Program, commitment to complete rostered shifts (in accordance with your advised availability), and to undertake required tasks.*
- **Problem-solving skills** – *Ability to proactively adapt to changing circumstances and to problem solve with assistance and support from Night Leaders, fellow Volunteers and SVDP staff.*
- **Organisational Awareness** - *Awareness of, and ability to work within, the ethos of the Society and the Code of Conduct for Soup Van Volunteers.*

Other Requirements and Information:

- **Please note:** All Staff and Volunteers are required to complete a Police Check, Working with Children Check (WWCC) and produce COVID Vaccination evidence to the satisfaction of SVDP.
- Volunteers must complete their Soup Van Volunteer Registration Form to be considered for Volunteering opportunities.
- All Volunteers are required to satisfactorily complete Food Safety training and obtain a statement of attainment for the Food Safety Certificate prior to commencing employment.
- All Soup Van Drivers are required to complete the 'Drivers Statutory Declaration Form' to confirm their fitness and ability to drive the Soup Van Vehicles.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.