

Vinnies Van Services Coordinator

Position Description

Position Title	Vinnies Van Services Coordinator
Responsible Council	Wollongong Central Council
Reports To	Manager, Homelessness and Mental Health Southern Region
Location	Charles Gordon O'Neill Centre - Coniston
Position objective	The position holder is responsible for coordinating the effective and efficient operation of Wollongong Central Council's Vinnies Van Illawarra/Shoalhaven service and associated support activities.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

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Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Department Overview

The Wollongong Central Council covers the area from Glenfield in the north to Ulladulla in the south and west to the Southern Highlands. There are a number of low socio-economic areas including broad acre housing estates in Campbelltown and areas of need in the Illawarra and Shoalhaven.

The Wollongong Central Council operates a number of special works including Mental Health, Community Development and Accommodation services.

The Wollongong Central Council currently has 25 Centres. Vinnies Centres provide furniture, clothing and household goods to families and people in need and are being assisted by conference members. Centres are also a valuable resource for people on low incomes, enabling them to buy quality clothing, furniture and other household items at an affordable price.

Service Overview

Vinnies Van Illawarra/Shoalhaven Services is a Special Work of the St Vincent de Paul Society. It is dedicated to helping people who are experiencing disadvantage, or are at risk of homelessness within the Illawarra and Shoalhaven areas.

Over 200 volunteers from a range of backgrounds including corporate organisations, schools and the general public are involved in the delivery of these services, distributing meals, blankets and information to people who are marginalised. Most importantly, our volunteers provide friendship, support and compassion to those we assist.

Duties and Responsibilities

Operations

- Ensure that the operation of the service complies with the policies and procedures of the service, the St Vincent de Paul Society and relevant government regulations including WHS and Food Handling standards.
- Development and implementation of policies and procedures.
- Ensure that the service vehicles are in a safe condition and equipped with adequate supplies and have the required number of trained volunteers for each scheduled activity.
- Prepare risk assessments to identify potential hazards and control measures.
- Conduct routine program evaluations to facilitate problem solving and continuous improvement.
- Liaise with the client group, government agencies, community groups, corporate organisations and other relevant individuals to promote programs and assess their relevance.
- Identify funding opportunities and build partnerships with relevant stakeholders to facilitate sponsorship and support.
- Attend relevant network and interagency meetings.
- Coordinate and oversee approved special events.
- Collaborate with the Schools Liaison Officer regarding school partnerships, donations and appeals.
- Handle complaints in accordance with Society policies.

Administration

- Distribute program information as appropriate to stakeholders.
- Ensure that consistent accountability and record keeping procedures are implemented for all programs.
- Coordinate the completion of administrative tasks in accordance with service and Wollongong Diocese requirements.
- Review and submit reports as directed.
- Oversee the maintenance of the kitchen and Vinnies Van areas of the building and program resources.

Staff and Volunteer Management

- Direct and supervise the activities of the Volunteers and Volunteer Team Leaders.
- Promote volunteering opportunities, including day time activities.
- Recruit, screen and adequately train volunteers for all programs, updating the volunteer training package as required.
- Maintain volunteer rosters.
- Facilitate the retention of volunteers.
- Provide debriefing with staff/volunteers after an incident has occurred.
- Foster a spirit of collaboration amongst staff and volunteers.

Team/Society

- Maintain good relationships with other bodies and stakeholders who interact with the Society and its clients.
- Facilitate Volunteer Team Leader meetings.
- Attend and actively participate in staff meetings as required.
- Work with other team members collaboratively in a manner that encourages teamwork and a commitment to an overall positive organisational culture.
- Communicate to the Manager, Homelessness & Mental Health Southern Region any observations that may affect the operation of the service
- Perform other related duties as may be requested from time to time.

Employee

- Keep up-to-date with current and leading client support practices in order to facilitate innovative and effective support practices.
- Participate in training and professional development as required.
- Adhere to all Society WHS policies and procedures and meet WHS legal obligations.
- Participate in the annual appraisal process.
- Work within the Society's Code of Conduct.

Essential Criteria

- Tertiary qualification and/or relevant experience in Community Services or related field
- Experience in coordinating the efficient operation and ongoing improvement of a community service.
- Willingness to work within the ethos and Mission Statement of the St Vincent de Paul Society and the Society's Code of Conduct.
- Excellent administrative, communication and organisational skills.
- Proven ability to effectively manage volunteers.
- Proven leadership skills
- Proven ability to provide small and large group education sessions to a range of age groups on social justice issues.
- Sound knowledge of issues surrounding homelessness.
- Understanding and experience with conflict resolution.
- Unrestricted Drivers Licence and the confidence to drive a small truck and minivan.
- Demonstrated knowledge of WH&S and Food Handling requirements.
- Willingness to work outside business hours if required.

Desired Skills

- Prior experience and/or understanding of the not-for-profit sector
- Understanding of issues related to volunteer management