



## Meal Centre Supervisor/Cook

### Position Description

---

<b>Position Title</b>	Meal Centre Supervisor/Cook	Email: <a href="mailto:vinnies@vinnies.org.au">vinnies@vinnies.org.au</a> Website: <a href="http://www.vinnies.org.au">www.vinnies.org.au</a> Donation Hotline: 13 18 12
<b>Reports To</b>	Senior Operations Manager, Supported Accommodation and Case Management Services	
<b>Base Location</b>	Bishop Fox Meal Centre, Broken Hill	
<b>Primary position objective</b>	To provide support and coordination to the volunteers at the Bishop Fox Meal Centre and delivery of meals to clients of the Broken Hill Bishop Fox Meal Centre	

## 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.

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

## Organisational Overview

SVDP NSW Support Services provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 15 plus different programs across the state. SVDP NSW Support Services cares for single men and women, women and children, two parent families, men with children and young men and women who are experiencing or at risk of homelessness. All our services provide case-management and advocacy for each client.

## Departmental Overview

The Bishop Fox Meal Centre was opened in June 1973 and provides a welcoming environment where the vulnerable and marginalised of Broken Hill are able to access a meal. The Bishop Fox meal centre has been operated by volunteers since its opening and the volunteers of the Centre are involved in cooking, serving and maintaining the Centre. The main meal is lunch and it also provides soup, tea and coffee to those who are waiting for a meal.

## Duties and Responsibilities

### Food Service Delivery

- Ordering of food and supplies needed for meals at the Meal Centre
- Preparation of Lunch for clients of the Broken Hill Meal centre. This includes Prepare and cook: Soups, Main Dishes, and/or sandwiches.
- Produce meals to the highest quality and standard possible.
- Adherence to all HACCP guidelines regarding food handling and safe food practices.
- Adherence to all personal hygiene guidelines,
- Handle all kitchen stock items in an efficient and professional manner to minimize waste.
- Show initiative by being active in menu planning and the efficient use of donated food items.
- To be active in closing/tidying/ cleaning the Kitchen at end of shift.

### Administration

- Foster and encourage team spirit with Volunteers to deliver meals within the Meal Centre
- Adhere to, maintain all WH&S guidelines & report any accidents, incidents whilst on duty.
- Assist in training other volunteers in all procedures pertaining to kitchen operations.
- Compile roster for Volunteers of the Meal Centre,
- Communication with all volunteers/record of attendance/shift changes
- Develop and maintain 'on call' list of volunteers
- Field phone/email enquires
- Manage sign-in sheet, money count and purchasing of supplies.
- Participate in management meetings and adhere to policies and processes of the SVDP.

### Client Service Provision

- Provide a quality level service to internal and external clients in a professional manner, and in doing so to help provide a caring and nurturing environment
- Demonstrate and model respect for clients, ensuring clients are treated with dignity at all times
- When necessary, assist with dishwashing, cleaning and setting tables, and ensuring the dining room is maintained to a hygienic and high standard for clients

### Other

- Other duties as directed or needed

## Essential Criteria

- Strong commitment to the philosophy, ethos and mission of the St Vincent de Paul Society as a lay Catholic organization,
- Strong written and verbal communication and inter-personal skills.
- Experience in food handling and preparation, and working Demonstrated knowledge of relevant food handling and safety regulations and guidelines including HACCP
- Experience in a customer service/hospitality environment and

- Demonstrated understanding of the key client group of the Service and an ability to treat all resident's/service users of the Service with respect and dignity in an empathetic and compassionate manner.
- Proficiency with computers
- Willingness to complete Working with Children Check and National History Record Checks

## **Desired Criteria**

- Working with volunteers in delivering services

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer.*