

PART 1 – POSITION DETAILS

Position Title	Food Services Programs Officer
Position Number	NB0321
Division	Community and Belonging
Business Unit	Community Arts & Culture
Pay Rate	NB D
Reports to	Food Services Coordinator
Hours	70 hours per fortnight
Status	Temporary Full Time
Date of last review and update	June 2020

NORTHERN BEACHES COUNCIL'S VISION

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership. Our values underpin and drive everything we do and every decision we make.

PART 2 – BUSINESS UNIT OVERVIEW

The Community, Arts & Culture Business Unit

The Community, Arts & Culture Business Unit manages the strategy, planning, implementation and evaluation of a broad range of recreation and community programs, events and services. The Unit provides disability advice, youth and recreation services, administers community grants, and develops and implements safety programs for the community, crime prevention, senior's programs and volunteer groups. The Unit also manages community use of Council's community center assets and facilities.

The Community Services Business Unit will deliver the following services;

- Social Planning
- Community Development
- Arts and Cultural Development
- Community Facilities
- Direct Services in the area of:
 - Youth and Family Counselling
 - Food services for seniors and people with a disability
- Management of the Glen Street Theatre at Belrose and the Manly Art Gallery and Museum

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

- Reporting to the Food Services Coordinator of Meals on Wheels, the Food Services Programs Officer provides guidance and support to direction and leadership in managing staff and volunteers to ensure high performance service delivery of Meals on Wheels. The key focus of this position is the daily operational management, promotion and future planning of Council's Meals on Wheels Service. This role is to assist the Food Services Coordinator in the delivery of flexible food services to meet the needs of the Commonwealth Home Support Programme (CHSP) client group, being frail aged, younger people with a disability and their carers.

Key Responsibilities

- The efficient and effective coordination of meal delivery to clients in their own home, community lunches, and social outings.

People Leadership

- Role model the Northern Beaches Council's values and behaviours
- Engage in regular feedback to all team members
- Communicate regularly with the team both formally and informally
- Be aware of the well-being of the team
- Provide training and supervision to volunteers as required

Operational

- Liaise with the public and external groups / organisations
- Learn, promote and ensure compliance with Work Health and Safety policies and procedures
- Prioritise WHS in meetings, reviews and within team activities
- Provide detailed, easily accessible information of relevant WHS policies and procedures to the team
- Document and communicate WHS issues to the Food Services Coordinator

Business Performance

- Document and communicate WHS issues to the Food Services Coordinator
- Maintain a Volunteer Roster to ensure meals are delivered (9:00am – 2.00pm)
- Deal with initial referrals/enquiries regarding the provision of Meals on Wheels
- Conduct new client assessments and client needs reviews
- Maintain and update client information on Meals Management software
- Issue and receive accounts from clients and CHSP providers and follow up on outstanding monies.
- Follow up on "at risk" clients when necessary
- Liaise with service providers who have clients of the same target group in order to ensure clients have an understanding of and access to relevant services
- Coordinate clients and transport for centre-based meals, and social outings – including driving clients in service bus
- Ensure food handling procedures are in accordance with safe food handling practices and kitchen procedures, and in line with WHS guidelines
- Maintain appropriate stock levels for the operation of the service including on-line food ordering
- Promote and publicise the service as required to ensure adequate client and volunteer numbers
- Assist with surveys of clients and volunteers to inform quality service delivery
- Perform other duties as required by Food Services Coordinator

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- Tertiary qualifications relevant to position and/or substantial experience in a related Community Services field

Capabilities and Knowledge

- Experience in coordinating volunteers
- Strong leadership skills, with a proven ability to role model values and behaviours
- Strong organisational skills
- Demonstrated experience in effective communications with a range of stakeholders
- Demonstrated ability to act with integrity at all times, with all stakeholders
- Demonstrated problem solving and decision making skills
- Demonstrated creative and initiative skills
- Demonstrated ability to initiate and respond effectively to change
- Class C Driver's Licence
- Demonstrated commitment to Equal Employment Opportunity, WHS and ethical practice principles.

PART 5 – DESIRABLE CRITERIA

- Knowledge and understanding of local government
- Senior First Aid Certificate
- Knowledge of and experience in safe food handling procedures in accordance with National Food Safety Standards