

# Position Description



<b>Title</b>	Emergency Relief Operations Worker
<b>Business Unit</b>	Housing, Homelessness, Crisis and Social Support
<b>Location</b>	105 Dana Street, Ballarat
<b>Employment type</b>	Part Time (0.5) Maximum Term until February 2022
<b>Reports to</b>	Team Leader – Emergency Relief Western

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## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

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## 1. Position purpose

The Emergency Relief Operations Worker is responsible for undertaking tasks and activities to support the provision of Emergency Relief programs / services across the Western Region in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

The Emergency Relief Operations Worker will support Volunteers, coordinate and assist with the packing and distribution of food, interviewing consumers for assessment and referral, data entry, maintaining safe food handling practices and stock rotation.

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## 2. Scope

**Budget:**

Nil

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# Position description

## Coordinator - Emergency Relief



### People:

Volunteers (support and guidance)

## 3. Relationships

### Internal

- Team members, employees and volunteers
- Team Leaders
- Senior leadership
- Other Uniting staff

### External

- Consumers
- Local community partners
- Volunteer organisations
- Prospective and current donors for Emergency Relief program

## 4. Key responsibility areas

### Service delivery

- Provide practical support and assistance to clients.
- Assess client needs and eligibility for emergency relief in accordance with Uniting policies and procedures.
- Assist with coordination and ordering all vouchers and food supplies including donated food.
- Provide supermarket food vouchers and food.
- Assist in the preparation of food parcels when available.
- Assist appropriate ordering of adequate food stocks and oversee the storage and appropriate distribution.
- Provide 'hands on' support to volunteers, clients and other stakeholders as required to ensure immediate client needs are met in a timely manner.
- Assist with data entry to record service to consumers using Uniting and external funder databases as necessary

### People and Teams

- Provide a welcoming, supportive and respectful service for consumers.
- In conjunction with the Team Leader, assist with the training of volunteers.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Assist with preparation of rosters for volunteers to ensure coverage of all work areas.
- Assist with induction of new volunteers in collaboration with the Team Leader.

### Quality and risk

- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety.

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.

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## Position description

### Coordinator - Emergency Relief

- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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#### 5. Performance indicators

- Assess the needs of the clients and provide practical outcomes for clients.
- Emergency relief service open and accessible to the community for advertised hours for the outlet.
- Clients are provided with service as efficiently and effectively as possible.
- Appropriate and efficient referral of clients.
- Establish, build and maintain respectful and appropriate relationships with clients, Uniting staff, health professionals and the general public to support program objectives.
- Timely and efficient ordering of program items to ensure a smooth and uninterrupted delivery of services.
- Volunteers are actively involved in the delivery of the service to the standards required.

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#### 6. Person specification

##### Qualifications

- Certificate IV in Community Services or equivalent.

##### Experience

- Previous community services related experience in a non-for-profit and/or non-government (NGO) organisation preferred.
- Be able to demonstrate an understanding of the issues and challenges facing our vulnerable and marginalised clients.
- Proven experience in working with diverse consumer groups.
- Prior experience working in team with volunteers.

##### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- High-level interpersonal and communication skills, including written, listening, customer service, diplomacy, tact and willingness to negotiate.
- Ability to maintain professional and confidential relationships with clients.
- Empathy, compassion and understanding, including the ability to carry out duties in a non-judgemental way and the ability to treat clients with respect regardless of sex, race, faith or ability.

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#### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Name:

Signature:

Date: