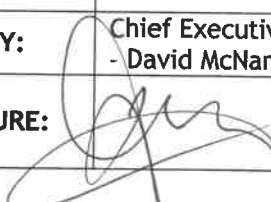


# Position Description Program Coordinator



Foodbank Victoria

<b>POSITION:</b>	Program Coordinator	<b>LOCATION:</b>	Yarraville
		<b>DIRECT REPORTS:</b>	N/A
<b>REPORTS TO:</b>	Food Programs and Partnerships Manager	<b>APPROVED BY:</b>	Chief Executive Officer - David McNamara
<b>DATE PREPARED:</b>	November 2020	<b>CEO SIGNATURE:</b>	
<b>PURPOSE:</b>			
<p>Foodbank Victoria is an independent not-for-profit organisation with almost 90 years' experience providing food relief to individuals and families experiencing hardship. We are the largest provider of food relief in Victoria, including in times of disaster as part of the State Relief and Recovery Team.</p> <p>Our vision is healthy food for all Victorians, yet 1 in 5 Australians struggle to afford food and 1 in 5 children go to school or bed hungry. To ensure we can reach as many people as possible, we work with food donors across the supply chain to source food from farmers, manufacturers and retailers.</p> <p>We work with more than 450 charity partners across the state to feed more than 100,000 people a month – nearly one-third of whom are children.</p> <p>In 2018/19, we were able to distribute more than 10 million kilograms of staple, fresh and frozen foods, personal hygiene items and household products. This volume is the equivalent of putting 17.3 million meals on tables for people in need.</p> <p><b>The Position</b> The Program Coordinator is primarily responsible for the development and delivery of Foodbank Victoria's Farms to Families Program. The Farms to Families program aims to distribute fresh, healthy produce with our charity partners to disadvantaged communities through a schedule of pop-up farmers market style events that support and increase Foodbank's capacity to distribute fresh fruit and vegetables and relieve food insecurity in Victoria.</p>			
<b>ACCOUNTABILITIES:</b>			
<b>KEY RESULT AREA</b>	<b>PERFORMANCE STANDARDS</b>		
Market Development, Coordination and delivery	<ul style="list-style-type: none"> <li>• Deliver Foodbank Victoria's fresh produce programs including Farms to Families program.</li> <li>• Lead and coordinate the delivery of offsite Farms to Families pop-up markets.</li> <li>• Coordinate market event staff, volunteers, food, and operations.</li> <li>• Coordinate program logistics including event planning and liaising with the food team to purchase food and Logistics and Operations teams to arrange transport.</li> <li>• Develop strong relationships with program partner organisations and external stakeholders.</li> <li>• Manage program OHS requirements and documentation.</li> <li>• Effectively collaborate across Foodbank departments to ensure efficient program delivery.</li> <li>• Perform general administrative tasks as directed.</li> <li>• Manage and direct volunteers as required to deliver the program.</li> </ul>		
Program Development	<ul style="list-style-type: none"> <li>• Develop and implement annual Farms to Families program operations plan in line with program deliverables.</li> </ul>		

	<ul style="list-style-type: none"> <li>Assist with identifying, developing and delivering on opportunities for expansion of the program in alignment with program objectives and other objectives of Foodbank Victoria as directed.</li> <li>In conjunction with Agency team identify opportunities to expand fresh produce programs across Victoria including in areas impacted by disaster or pandemic.</li> </ul>	
Evaluate and Report	<ul style="list-style-type: none"> <li>Identify and track program metrics to monitor program impact.</li> <li>Report program outcomes to Foodbank Victoria's Leadership Team, external funders and other stakeholders.</li> <li>Use program evaluation to inform adjustments to Farms to Families programs to improve the program in line with FBV strategy.</li> </ul>	
Budget	<ul style="list-style-type: none"> <li>Manage program within financial limits and ensure that costs are appropriately controlled.</li> <li>Effectively track and manage expenditure and income across multiple income streams (i.e. corporate partnerships, philanthropic grants)</li> <li>Track expenditure against relevant program grants for funding acquittal.</li> </ul>	
Self-management	<ul style="list-style-type: none"> <li>Demonstrate the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities.</li> <li>Effective time management and organisational skills demonstrated through ability to meet deadlines.</li> <li>Take the initiative to solve problems and overcome barriers to program delivery.</li> <li>Willingness to undertake training and development opportunities as required.</li> <li>Positive participation in regular team meetings.</li> </ul>	
Authorisation Level	<ul style="list-style-type: none"> <li>Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment.</li> <li>In the absence of your Manager, approval of the CEO or two department managers is required.</li> <li>All employment decisions must be approved by the CEO.</li> </ul>	
Physical Requirements	<ul style="list-style-type: none"> <li>Ability to perform standard office-based tasks including computer use.</li> <li>Ability to stand and walk for extended periods of time.</li> <li>Ability to lift items approximately 10kg weight.</li> <li>Occasional lifting of items up to 15kg using safe manual handling techniques.</li> <li>Occasional lifting of large awkward items of any weight and items over 15kg using mechanical aids or team lifts as appropriate.</li> <li>Frequent travel will be required. Ability to drive for periods of up to two hours in regional Victoria.</li> </ul>	
<b>KEY PERFORMANCE INDICATORS:</b>		
<b>PERFORMANCE &amp; WEIGHTING</b>	<b>INDICATOR</b>	<b>MEASURES</b>
1. Achievement of Key Results	<ul style="list-style-type: none"> <li>Farms to Families program achieves stated objectives</li> <li>Program operation planning undertaken</li> <li>Program metrics are monitored to assess impact</li> </ul>	<ul style="list-style-type: none"> <li>Program achieves objectives</li> <li>Annual program operations planning completed</li> <li>Procedures and record keeping maintained to a high standard.</li> <li>Accurate reporting of metrics</li> <li>Program delivered within budget</li> </ul>

<p><b>2. Foodbank Victoria Values and Policies</b></p>	<ul style="list-style-type: none"> <li>• Ensure a safe and healthy working environment.</li> <li>• Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy and respect.</li> <li>• Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment &amp; bullying.</li> <li>• Accept responsibility and accountability for our actions, work performance and the use of property.</li> <li>• Act in ways that maintain our integrity, reputation and the confidentiality of information of all stakeholders.</li> <li>• Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies.</li> <li>• Report and act upon any known violations of Foodbank Victoria policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliant with Foodbank Victoria's policies and procedures.</li> <li>• Undertakes internal workplace audit every 12 months.</li> <li>• Compliant with Foodbank Victoria confidentiality requirements.</li> <li>• Reported any violations of Foodbank Victoria policies to manager.</li> </ul>	
<p><b>3. Team Performance</b></p>	<ul style="list-style-type: none"> <li>• Contribute to a flexible and stimulating workplace that encourages honest and effective communication.</li> <li>• Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work.</li> <li>• Act and communicate ethically with all stakeholders.</li> <li>• Adhere to ethical purchasing procedures.</li> <li>• Avoid all conflicts of interest.</li> </ul>	<ul style="list-style-type: none"> <li>• &gt;90% Team meetings attended.</li> <li>• Training programs are achieved.</li> <li>• Review discussions completed.</li> </ul>	
<p><b>BEHAVIOURAL COMPETENCIES:</b></p>		<p><b>REQUIRED (yes/no)</b></p>	<p><b>PRIORITY (H,M,L)</b></p>
<p><b>Conceptual Thinking</b> - Considers how things fit together. Sees patterns or trends, makes the complex simple.</p>		<p>Y</p>	<p>H</p>
<p><b>Acting Decisively</b>- Takes action despite obstacles. Makes decisions quickly and in a crisis.</p>		<p>Y</p>	<p>M</p>
<p><b>Strategic Orientation</b> - Understands, contributes to and aligns work/priorities to strategic business strategies.</p>		<p>Y</p>	<p>H</p>
<p><b>Focus On Improvement</b> - Sets and works to meet stretching goals. Makes improvements to systems and own work methods.</p>		<p>Y</p>	<p>H</p>

<b>Impact And Influence</b> - Knows own impact and able to persuade others and build alliances.	Y	M
<b>Customer Service Orientation</b> - Takes personal responsibility for customer satisfaction. Addresses customer needs.	Y	M
<b>Leadership</b> - Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.	Y	M
<b>Developing And Coaching Others</b> - Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.	N	
<b>Self-Management</b> - Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.	Y	H
<b>Teamwork and Co-operation</b> - Co-operates and participates positively in the team. Values and encourages others input.	Y	H
<b>Commercial Acumen</b> - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.	Y	L
<b>Flexibility</b> - Looks for alternatives, tries new methods, learns new skills and takes on different roles.	Y	H

### KEY SELECTION CRITERIA:

QUALIFICATIONS	EXPERIENCE	COMPETENCIES
<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications and/or equivalent experience.</li> <li>• Hold and maintain a current driver's license and provide a Vic Roads Driving History Report.</li> <li>• Willingness to undertake a criminal record check.</li> <li>• Ability and willingness to work outside normal office hours and stay in regional areas overnight to support events/markets on occasion.</li> <li>• Ability and willingness to drive in regional Victoria</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 3 years' experience in program management.</li> <li>• Proven track record in delivering effective public facing programs.</li> <li>• Highly organised with excellent project management and coordination skills.</li> <li>• Ability to build positive and effective working relationships.</li> <li>• Well-developed written and verbal communication skills.</li> <li>• Good numerical and analytical skills.</li> <li>• Ability to work independently and within a team environment.</li> <li>• Experienced in the use of Microsoft Office programs, including Word, Excel and PowerPoint.</li> <li>• Experience using a customer relationship management system, Salesforce preferred.</li> </ul>	<ul style="list-style-type: none"> <li>• Resourceful and takes initiative.</li> <li>• Plans and organises work efficiently and effectively.</li> <li>• Excellent attention to detail.</li> <li>• Thinks ahead to anticipate and avoid barriers.</li> <li>• Works collaboratively and works with in a team environment.</li> <li>• Is reliable, consistent and fulfils commitments.</li> <li>• Identifies opportunities to grow or improve the organisation.</li> <li>• Copes with change, effectively.</li> <li>• Maintains confidentiality.</li> </ul>

I have read, understand and agree to this position description:

Name:	
Signature:	
Date:	