



ROLE DESCRIPTION

WHO ARE WE?

We Care Connect is a volunteer-powered charity that rehomes donated children's essentials to disadvantaged, vulnerable families in our community. Our mission is to support local kids living in poverty, especially on the Central Coast and Hunter regions. With over 30,000 children living below the poverty line in these areas, we're committed to changing their story

We collaborate with professional caseworkers from community centres and family support agencies who submit individual requests for the families they assist, and our dedicated volunteers create customized support packages. These packages may include clothing, nappies, bedding, cots, prams, car seats, toys, books, and other essential items for families with young children. Connecting community donations to families in need is at the heart of everything we do.

As a grassroots organisation, we have experienced rapid growth and expansion in recent years. We began on the Central Coast in 2016, and in 2022 we expanded to establish a Hunter branch. Now, with over 100 volunteers and partnerships with more than 300 caseworkers, we provide assistance to over 450 children each month across the Central Coast and Hunter programs.

OUR STRUCTURE

As a volunteer-powered charity 95% of the work is done by volunteers and 5% by staff positions. Currently our Board and our CEO are all volunteers.

Staff include part-time Operations Coordinator and Fundraising/Partnerships roles at both our Wyong and Thornton warehouses. Casual staff may be engaged as needed. Experienced volunteers undertake the role of Day Coordinators who oversee all routine activities.

ROLE - OVERVIEW

As an overview the two parts of the role - the day-to-day program coordination and the volunteer coordination - cover two broad areas that can have competing objectives.

1. The day-to-day coordination covers the program delivery ensuring its consistency, efficiency and safety.
2. At the same time, we strive to maintain We Care Connect as an excellent place to volunteer where people are valued, the work is meaningful and a good balance between working hard and having fun. This can be challenging with a large number of volunteers across a range of tenures, skills and motivation. The Operations Coordinator has a primary role in resolving differences of opinion amongst volunteers, ensuring the best interests of We Care Connect are maintained.

WHO ARE YOU?

You have the energy, commitment, physical ability, organizational and people skills to ensure our Central Coast program works effectively. The program depends on the work, passion and commitment of volunteers, but we need co-ordinators to ensure capacity and continuity in our program operations.

This role will suit someone with lots of experience with community programs, someone who likes to roll up their sleeves and get involved, a quick learner who likes to be busy, a problem-solver with an eye for detail, and the people skills to nurture and support our amazing volunteers.

Contract details: permanent position with 3 month probation
Part-time role – 30 hrs/week over five days with flexible working hours.

Responsible to: CEO

Salary: Based on SCHADS Award

Start date: August 2025

Location: At Wyong warehouse. Some home-based work as agreed.

The majority of hours worked will be between 8am – 3pm each weekday at the We Care Connect warehouse at Wyong.

WHAT TO EXPECT

The Operations Coordinator has a central role in maintaining communication and consistency across the program operation. There are different teams of volunteers working each day, under the general guidance of volunteer Day Coordinators. The warehouse is busy and occasionally chaotic, with many activities at the same time: caseworkers collecting orders, deliveries arriving, donations being sorted, checked and cleaned, shelves being stocked and orders packed.

The Operations Coordinator will be responsible for:

1. The day-to-day program coordination including:-

- workplace health and safety and ensuring the warehouse remains tidy and in order
- identifying and addressing cleaning and maintenance requirements and consumables
- managing the flow of stock, including donations and purchased stock
- managing the van logistics, drivers, servicing and maintenance
- contributing to the development of processes and procedures, and ensuring established procedures are followed overseeing the quality and safety of all donated items
- team collaboration with Hunter Coordinator and Program Support Coordinators
- working with volunteer Day Coordinators to ensure requests are filled, pickups and deliveries organised, and late pickups contacted
- troubleshooting basic IT needs from the volunteer group such as printing equipment manuals and our internal program database system.

2. The volunteer requirements of the organisation including:-

- recruitment of volunteers including professional/specific skills volunteers as required
- review, create and update volunteer position descriptions, Volunteer Manual and other relevant policies and procedures as required
- work closely with volunteers providing induction, training, guidance, support, feedback and resources maintain a database of warehouse and community volunteers, personal details, duties, training, contributions, and hours of work
- ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Resolve volunteer concerns, feedback and interpersonal team dynamics. Document issues as appropriate and refer issues to the CEO and CEO delegates as needed.



WHAT WE'RE LOOKING FOR

Essential criteria:

- Commitment to the mission and values of We Care Connect
- Excellent organisational and time management skills – thorough with attention to detail
- A team player with excellent interpersonal skills and a friendly disposition
- High level written communication skills and ability to write policies and procedures
- Proactive, independent and motivated – a self-starter
- A multi-tasker who can work well under pressure, to deadlines, and meet shifting priorities
- Demonstrated relationship management skills with volunteers, donors and caseworkers
- Proficient in using a range of Microsoft Office packages, Microsoft Teams, and client/volunteer CRM databases, and in handling office equipment – computers, printers, modems etc

Desirable:

- Degree or equivalent professional qualifications
- Experience in a relevant social welfare field.
- Experience working for a not-for-profit organisation
- Physical ability and willingness to climb ladders, load/unload van, move tubs and boxes
- Driver's License

Please email a resume and cover letter addressing the Essential and Desirable criteria (dot point style is fine) to admin@wecareconnect.org.au by Monday 30th June, 2025

We welcome your questions. Please email us, and if you would like to talk about the position, send us your phone number and we will call you. We look forward to hearing from you.

