

Schedule of Services to be performed by Contractor

Contractor reports to: Chair, St Joseph's Outreach Services (SJOS)

Employment type: 12-month independent contractor agreement (ABN required)

Time commitment: Approximately 20 hours per week

Remuneration: Per contract

SJOS – Vision, Mission & Behaviours

SJOS provides essential assistance in a sustainable manner to community members in need of support. We do this by providing quality food and transitional accommodation and identifying opportunities to draw on existing resources to better the community.

Our values are:

**Respect for
each other**

**Service with
dignity**

**Welcoming to
all**

**Integrity in what
we do**

SJOS – Who we are & What we do

We are a volunteer run incorporated charity which was founded in 1998 in South Yarra. Our Board plays a hands-on role and consists of a group of passionate volunteers who oversee the operations and drive the strategic imperatives of the organisation. They are committed to the sustainability and continuity of the organisation in line with our vision, mission and values. All our services are delivered by a very diverse and dedicated team of approximately 100 volunteers. These are people from all backgrounds and walks of life, who come together to give their time and skills, with a common goal; to help others in need.

The key services and operations of SJOS include:

- **Transitional housing:** SJOS leases 12 residential units that are made available to people in need of transitional housing. We engage third parties to assist with the management of these rental arrangements.
- **Food Store:** the SJOS Food Store is open three times a week (Thursday, Saturday & Sunday) for visitors to come and select items of staple food.
- **Bread Bank:** a large two-way freezer located at our premises in South Yarra is accessible to the public 24 hours a day. It is stocked by our volunteers with bread collected from local bakeries.
- **Harvest Garden:** vegetables, fruit and herbs are planted and harvested from a garden on the premises in South Yarra by members of the Garden Club. The produce is available to the visitors at the Food Store.

Service expectations

The contractor will demonstrate initiative, problem-solving, and strong stakeholder management skills – able to deal with a diverse range of customers, donors, volunteers and vendors. They will possess excellent verbal and written communication, and exceptional organisational and time management abilities – having the ability to work effectively under pressure, both independently and collaboratively.

The contractor is responsible for the day-to-day operations of the SJOS services, including transitional housing, food store, bread bank and harvest garden. The contractor is accountable to the SJOS Board and reports to the Chair of the Board. The contractor provides essential operational and administrative support to the otherwise volunteer-based organisation. The contractor is expected to be an effective communicator and individual contributor towards change initiatives, risk mitigation and the observance of SJOS values.

Key services required:

Operational Services

- Support the coordination of volunteers and rosters for the food store and bread bank
- Bookkeeping, processing of donations, and administration of bills payable
- Prepare monthly Operational Reports, and attend monthly Board meetings
- Manage and respond to emails received in the SJOS inbox
- Prepare quarterly SJOS newsletter for SJOS volunteers, supporters and donors and provide regular updates (write ups, photos, etc.) for SJOS website
- Oversee operations of the food store including but not limited to stock-take and restocking
- Manage the relationship with Home Ground Real Estate Agency (HGREA) and Launch Housing, including the selection of renters for the transitional housing units
- Oversee general upkeep of the transitional housing units, including supervision of waste disposal and cleaning activities

Governance Services

- Support the preparation of the SJOS annual report and other end of year documentation
- Together with the Board Secretary, arrange the logistics of the annual general meeting (AGM) including room booking, catering, announcement of AGM

Working with the Community

- Support fundraising activities, and volunteer and donor engagement
- Maintain and develop relationships with existing and new community partners
- Support the preparation of grant applications for funding to SJOS

Risk and Commercial Acumen

- Manage outcomes by delivering on goals and budgets set by the Board. This includes service levels and volunteer experience.
- Act in accordance with delegation of authority levels.
- Manage and/or leverage external relationships to maximise efficient use of resources and in the best interest of SJOS.
- Manage operational processes and deliverables in line with SJOS risk management and compliance frameworks and relevant regulatory and compliance requirements.

Key Stakeholders

Internal	SJOS Board members, SJOS volunteers
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External	Representatives of St Joseph's Parish, HGRE, Launch Housing, SJOS's banking partner, food suppliers, community partners (e.g. local supermarkets, bakeries, schools and other local associations), external supporters and donors, tradesman supporting the housing units
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Required Experience, Skills & Qualifications

	Essential	Desirable
Leadership Experience	Ability to lead and motivate others.	Experience in leadership in an operations area
Industry Experience		Previous experience in not for profit (NFP), volunteer run organisation or hospitality
Competencies	Ability to work independently with the support of a Board made up of volunteers	Good knowledge of Office 365 applications (Word, Excel, PowerPoint, etc.)
	Demonstrate behaviours in line with the values of the organisation	
	Excellent verbal and written communication skills	
	Ability to manage a diverse range of stakeholders/volunteers	
	Ability to work with and learn systems	
Qualifications	Business, Management or Finance, or relevant experience	Victorian Driver's license
Requirements	Permanent right to work in Australia.	
	Victorian Working with Children Check (employee)	
	Australian Business Number (ABN)	
	National Police Check	

You will be required to perform these services, and any other services agreed with the organisations, having regard to your skills, training and experience – with support and guidance from the Board.

Reviewed by: Chair, SJOS Board

Effective date: August 2026