

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Community Connect Facilitator	Department	Social Inclusion Programs
Location	Hepburn Region	Direct/Indirect Reports	NIL
Reports to	Community Connect Program Officer	Date Revised	March 2013

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis. This is an unpaid voluntary position.

■ Position Summary

The Volunteer Community Connect Facilitator is a vital part of the Social Inclusion Team that will help deliver SecondBite's Community Connect and food Drop Off programs in metro and regional Victoria. The programs address the issue of food waste and increases access to fresh nutritious food for people living in disadvantaged communities. Red Cross and our partner organisation SecondBite will provide an innovative model of food rescue that facilitates the redistribution of surplus food from local food donors to local community groups. Alongside Community Connect, food distribution hubs will be established in some regions, facilitating the receipt and distribution of surplus produce delivered from SecondBite warehouses.

■ Position Responsibilities

Key Responsibilities

- Work directly with the Community Connect Programs Officer to implement and deliver the program

Community Liaison

- Liaise with local Council / Health Promotion contacts working in the area of emergency relief and food security
- Attend local Emergency Relief / Food Security Network meetings to:
 - Keep the local emergency relief / food security community informed about Community Connect and any SecondBite food drop offs operating in the area
 - Gain knowledge & information about agency need / capacity for rescued produce
 - Gain knowledge & information on emergency relief / food security activity & plans in the local area

Agency Support

- Provide ongoing support to agencies participating in Community Connect & Drop Off programs by:
 - Calling agencies
 - Visiting agencies
 - Attending food collections
 - Assisting agencies to complete Monthly Collection Sheet as required
 - Inform Red Cross / SecondBite of any issues that arise

- When needed provide support when recipient agencies need to recruit volunteers for food collections
- Guide the local agency/volunteers in SecondBite's Community Connect data collection process

Donor Support

- Provide ongoing support to participating food donors by:
 - Calling donors
 - Visiting donors
 - Attending food collections
 - Inform Red Cross / SecondBite of any issues that arise

Identify new potential food donors and recipient agencies for the program/s

- Using the Donor/Agency Approach Packs, contact new agencies and donors to introduce the programs
- Assess donor / agency capacity to participate (using template provided)
- Update Red Cross and SecondBite on new prospective recipient agencies and donors

Facilitate agency collections from SecondBite's food Drop Offs (applicable to some regions only)

- Assist with the start up of the Drop Off model such as identifying a host agency
- Seek out new agencies to collect from Drop Offs and support existing agencies who are collecting
- Attend on the day of food drop offs and assist in facilitating a smooth collection process
- When needed provide support if the local recipient agencies need to recruit volunteers for collections from donors

Reporting

- Keep detailed records of tasks undertaken
- Provide regular updates, including monthly reports to Red Cross Community Connect Program Officer

Other

- Where required, assist the Community Connect Programs Officer with the facilitation of a 12 week Focus Group feedback session with stakeholders
- Identify recipient agencies that may have the potential to be part of the Red Cross food literacy program – FOODcents
- Liaise with the Community Connect Programs Officer on a regular basis and advise of any operational issues that may arise.

■ Position Selection Criteria

Technical Competencies:

- Proven highly developed organisational, time management skills and ability to work autonomously
- Excellent records management and general office administration
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Basic proficiency in MS Office or similar software, experience using databases and access to a computer.

Desirable:

- Understanding of and connection with the Daylesford / Hepburn community
- Living in the Hepburn region.

Aboriginal and Torres Straight Islanders are encouraged to apply

Qualifications/Licenses

- Current Victorian Driver's License

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities

- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**

Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.