

COMMUNITY WELLBEING KAIAPOI

FOODBANK COORDINATOR

Position Description

Background: Community Wellbeing North Canterbury Trust is the largest social services agency in North Canterbury. The Trust provides a range of free social and community services including:

- Family Social Work
- Early Childhood Education
- Restorative Justice
- Wellbeing support for rangatahi / young people including counselling and specialist drug and alcohol support.
- Wellbeing support for tamariki / children in primary schools.
- A Kaiapoi based Foodbank

The Trust employs 40 professionals, with around 35 volunteers and has three operational bases (one in Rangiora and two in Kaiapoi)

The Kaiapoi Foodbank operates Monday to Friday from 10am to 2pm and is the largest foodbank in Waimakariri. The Foodbank is powered by a team of passionate volunteers who respond to food parcel requests and assist with the daily collection and the sorting and packing of food items from Satisfy Food Rescue.

Responsible To: General Manager – Community Wellbeing North Canterbury Trust (“CWNCT”)

Position Purpose: This dynamic role involves co ordinating the provision of food parcels for those requesting support, while providing a rewarding experience for volunteers. The role suits that special well organised person who is an effective communicator with an empathetic, inclusive “can do” approach, along with a genuine passion for community.

Relationships:

INTERNAL

- General Manager
- Finance and Administration Manager
- Clinical Operations Leader
- Clinical Practice Leader
- Fundraising and Communications Lead
- Community Wellbeing staff
- Volunteers

EXTERNAL

- Local Government agencies
- Non-Government agencies
- Community Agencies

Report Directly to:	Clinical Operations Leader
Direct Reports:	Community Wellbeing Kaiapoi Foodbank Volunteers
Hours of Work:	30 hours per week Monday – Friday 9am – 3.30pm (including half hour lunch break)
Location:	This position is based in Sewell Street Kaiapoi
General Conditions:	The general terms and conditions of employment for staff at CWNCT as used for all staff will apply.
Appendices	A Schedule of key responsibilities and expected standards B Ideal Appointee Specification

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Key Responsibilities

Key Tasks

Volunteer Co-ordination

- Recruiting and onboarding new volunteers, providing necessary training, and ensuring that tasks and responsibilities are clear.
- Organising volunteer appreciation events.
- Organising volunteer schedules, ensuring adequate coverage for all shifts.
- Maintaining an up-to-date database of volunteer information, including contact details, availability, and skills.
- Keeping volunteers informed about Community Wellbeing's activities, upcoming events, and any changes in policies or procedures.
- Providing ongoing support to volunteers, addressing any issues or concerns, and ensuring a positive volunteer experience.

Client engagement

Advising clients and whānau of local supports and resources which may assist them with other needs they may have.

Event Planning:

Organising and coordinating special events, such as Fundraising activities, the Christmas Giving programme and regular food collection drives.

Food Supply Co -ordination:

Co-ordinating and when required picking up food from Satisfy Food Rescue in Kaiapoi and delivering to the Foodbank. Co-ordinating stock control and organising regular supermarket food orders.

Collaboration: Actively participating in community forums such as the Kaiapoi Networking Forum, Food and Budgeting Forum and Social Services Waimakariri collaboration.

Maintaining working relationships with community partners including Satisfy Food Rescue, Food Secure North Canterbury, Civil Defence Welfare (in emergency or pandemic events).

Emergency response: Ensuring that the Foodbank operates responsively as an essential service during natural disasters, pandemics, and other unexpected events.

Financial: Ensuring that the Foodbank and volunteer activities run within budget.

Management/Supervision

- Meeting the Clinical Operations Leader for regular 1:1 meetings.
- Attending clinical and other staff meetings.

Reporting and Data Collection

- Providing internal and external reports as required.
- Maintaining all Foodbank data and statistics pertaining to the Foodbank and the services through the Trust's Client management system.

Health & Safety

Health & Safety Commitment

The Trust is committed to achieving the highest level of health and safety for its staff. All staff are expected to identify and report on, take responsibility for, and resolve issues that may cause harm to themselves or others in the organisation. You are expected to always work safely, and to actively participate in health and safety programmes in your area. It is expected that you will report all accidents, incidents or potential hazards to your Team Leader.

- Ensuring that safe food handling legal requirements are met.
- Ensuring that the Foodbank facilities and food handling practices are safe for all volunteers and visitors.
- Ensuring hazards are identified, recorded and proactive strategies are developed, implemented, and reviewed.
- Ensuring that infectious disease protocols and processes are in place.
- Reporting all Health & Safety hazards incidents and near misses to the Clinical Operations Leader or the Health and Safety Officer
- Maintaining the Community Wellbeing Kaiapoi Foodbank emergency plan and lockdown procedures.
- Liaison with Council regarding maintenance, cleaning, security, and other matters.
- Conducting an induction process for staff and room users, including ensuring Health & Safety practices are adhered to by room users.

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Required Appointee Specifications

At Community Wellbeing, we are committed to Te Tiriti o Waitangi. We embrace different ways of thinking, living, and working, because we believe diversity benefits us all. It makes our capabilities even stronger. We encourage all our people to feel comfortable bringing their whole selves to work and we strive for a diverse and inclusive workplace.

Education: Qualification in social work, people leadership, teaching health or justice.

Experience: Proven experience in volunteer management, community services, or a similar role. Experience in the NGO sector is highly valued. Leadership / supervisory work experience, particularly in working with groups OR experience in the education, community, health, or justice sectors.

Skills and Attributes:

- **A good level of fitness** and the ability to safely lift packaged food items on occasion.
- **A genuine passion for community** and strong commitment to working collaboratively
- **Excellent communication skills:** For interacting with volunteers, clients staff, and stakeholders.
- **Organisational skills:** To manage multiple schedules and coordinate various activities.
- **Leadership skills:** To guide inspire and motivate volunteers.
- **Administrative skills:** Including record-keeping and reporting.
- **Personal Attributes:** Compassionate nature, ability to work with diverse groups, and strong problem-solving skills.
- **The ability to speak te reo is an advantage.**