

POSITION DESCRIPTION – Program Officer, Mary Mac’s Place Project

REPORTS TO:	Coordinator Homelessness Services Central Coast
GRADE/AWARD/LEVEL:	Social Community Home Care and Disability Services Industry Award 2010 Level 4
WORK LOCATION:	Based at the Ethel Cox Centre, Woy Woy
PROGRAM:	Homelessness Services – Central Coast

PURPOSE

Mary Mac’s Place is a Community Kitchen owned by and an initiative of St John the Baptist Parish, Woy Woy, operated by CatholicCare, Diocese of Broken Bay, in collaboration with St John the Baptist Parish and other community partners.

The position exists to oversee the day to day running of Mary Mac’s Place which operates during weekdays providing disadvantaged people with a meal, a place to shower and wash their clothes and support in terms of information and referral services.

Additionally, Mary Mac’s provides social, community and friendship opportunities for men, women and families, young people and the elderly that are disadvantaged. Mary Macs also provides Work for the Dole training opportunities mutual obligations for Centrelink and Secondary School Social Justice programs.

RESPONSIBILITIES

1. Organise services delivered by Mary Mac’s Project

- Oversee the running of a community kitchen that ensures the provision of a midday meal, food hampers, access to support services and showering and laundry facilities to disadvantaged people.
- Support social interaction/inclusion for companions and volunteers using the service.
- Recruit, train, roster, supervise and manage volunteers.
- Take an active role in collaborating with the Woy Woy Parish Community and other services in the area.
- Attending meetings of the WHS Committee and CatholicCare Central Coast Family Centre as scheduled.
- Manage spending in relation to service provision.
- Maintain donations, credit card, invoices and petty cash.
- Attend regular supervision with Coordinator Homeless Services.
- Produce reports as per requirements of the contributors to the programme.

- Maintain the integrity, confidentiality and security of information.
 - Identify, report and respond to any WH&S site issues and incidents that arise and comply with relevant policies and procedures.
- 2. Organise the day to day operations of Mary Macs.**
- Maintain administrative systems, including shared drive, Pro Master and banking systems.
 - Provide feedback to the Coordinator Homelessness Services, in relation to improvement of services and systems relevant to the program.
 - Undertake quarterly program planning with Coordinator Homelessness Services, to look at and organise any future planning, service partners and funding opportunities.
 - Coordinate Outreach services that attend MMP.
 - Maintain the gathering and recording of statistical information.
- 3. Support external stakeholder engagement by:**
- Facilitate appropriate referrals within the broader community to ensure client access relevant services that meet their needs.
 - Participate in relevant local committees and attending meetings which support interagency collaboration and co-ordination.
- 4. Promote and uphold the Mission, Vision and Values of CatholicCare Diocese of Broken Bay by:**
- Effectively modelling the values to volunteers, companions and others;
 - Ensuring volunteers understand and work in a manner that is consistent with the Values and Missions of CatholicCare in their work;
 - Upholding all CatholicCare policies including the Code of Conduct and Ethics

REQUIRED COMPETENCIES

To perform the job successfully, Program Officer should demonstrate the following competencies:

- Leadership – performing the role with integrity and diligence. As a Program Officer this also includes modelling behaviour and CatholicCare values, providing direction for volunteer team members consistent with the business goals and supporting the volunteers to deliver quality services to clients in a confidential, non-judgmental manner.
- Communication - The ability to effectively communicate with difficult people with complex needs in a safe, confidential and respectful manner. The ability to prepare well written reports to CatholicCare, funding bodies, volunteers and food donations services, and demonstrate effective interactions with others in compliance with CatholicCare's code of conduct and ethics
- Teamwork – the ability and desire to work cooperatively with others on a team. As a Program Officer, the ability to also demonstrate interest, skill and success in supporting volunteers to learn to work together.
- Relationship building for collaborative purposes that assist Mary Mac's place and/or its clients – the ability to develop, maintain, and strengthen partnerships with others inside and external to the organization as approved by the Coordinator Homelessness Services and in compliance with CatholicCare's Mission, Values and Policies.
- Client Focus – commitment to supporting excellence in CatholicCare programs and interventions, supporting volunteers and clients towards achieving their goals and potential, to empower them

by providing connections with education, support, skills and opportunities to engage to improve their circumstances.

EDUCATION, KNOWLEDGE, AND EXPERIENCE

Essential:

- Tertiary qualifications in an appropriate area e.g.; Welfare, Social Work, Social Science, Health and / or substantial industry experience,
- Food safety knowledge and experience.
- Knowledge, skills and demonstrated practice experience in service delivery related to running Mary Mac's Place
- Demonstrated Program Officer experience, including ability to lead a team effectively.
- Demonstrated experience in managing a volunteer workforce.
- Demonstrated ability to prioritise tasks and organise one's work load to work within the confines of their contracted hours.
- Demonstrated ability to work in a strengthened based solution focused position to empower all clients whilst maintaining confidentiality.
- Flexibility to changing work environment
- Excellent verbal and written communication skills, including report writing
- High level computer literacy skills
- Current and Valid NSW Driver's license
- Working with Children's Check
- Current first aid certificate
- Safe Food Supervision Certificate