

Position Description

**Olive Way Operations Coordinator**

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| **Reporting to** | Pastor Olive Way |
| **Congregation:** | Brunswick Uniting Church |
| **Location:** | Brunswick Uniting Church |
| **Modern Award:** | Social and Community Worker – level 3 |
| **Full time/part time/casual** | You will be employed on a part-time basis for 3 years and your normal working hours will be 13 hours per week spread over Tuesday, Wednesday and Thursday.  A 3-month probation period applies. |
| **Date created/amended:** | 1 January 2022 to 31 December 2024 |

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| --- |
| Employee Name |
| Employee Signature |
| Date |
| Chair of Olive Way Steering group Name |
| Chair’s Signature |
| Date |
| Chair of Church Council Name |
| Chair of Church Council Signature |
| Date |

# Primary Job Purpose The Olive Way is a drop-in centre for people who live in or visit Brunswick. It is open to all people. It is currently open three days a week from 10 am to 1.30 pm. Olive Way exists to be community sustained by Christian hospitality. This is achieved by promoting the values of inclusion, acceptance, and respect and by offering hospitality and a listening ear. Olive Way works with other groups and organisations to help provide additional opportunities to engage people’s interests and passions in ways that may enable participants to discover something about themselves. The prime purpose of the Olive Way Operations Coordinator position is to: - Coordinate the Olive Way program on a day-to-day basis, including maintaining a safe, inclusive, accepting and respectful environment and the provision of food and beverages - Train and support volunteers. Identify potential new volunteers - Work collaboratively with the Pastor Olive Way to help the continuing development of the Olive Way. - Be open to, and identify, new ways in which the lives of participants might be enriched - Communicate with and share the pastoral work of Olive Way with the Brunswick UC congregation through storytelling, and information sharing.

# Number of Staff

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| **Reporting Directly:** | Nil | **Reporting Indirectly:** | Nil |

The position reports to the Pastor Olive Way.

1. **Nature of Communication Requirements**

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| **Internal** |
| Pastor Olive Way  Volunteers at Olive Way  Ministry Team of Brunswick UC Olive Way participants who take leadership roles Olive Way Steering Group |
| **External to the program** |
| Congregation members  Asylum Seeker Welcome Centre staff and “Enrichment” activities staff  Visitors to the Church  External suppliers and contractors |

1. **Level of Decision-Making**  
   This position involves operational decision making during the day-to-day operations of the Olive Way – decision making relating to day-to-day workflow and program activities, including volunteer recruitment, training, support, supervision and rostering, and maintaining a harmonious environment amongst a diverse group of people. There may be occasions when there is a need to assess and support participants with complex needs.  
     
   The Operations Coordinator will also work collaboratively with the Olive Way Pastor in identifying activities, policies and procedures which might enhance the Olive Way for all concerned.  
     
   The Operations Coordinator will work collaboratively with the Olive Way Coordinator, participants and relevant external agencies to support and develop enrichment activities.

# Special Requirements of the Position

* 1. The Uniting Church in Australia is committed to keeping children and vulnerable people safe. Employment in this role is subject to a current working with children and police check.
  2. The Operations Coordinator is required to meet regularly with the Pastor Olive Way for supervision.
  3. In particular, there may be challenging interactions with Olive Way participants that the Operations Coordinator will need to debrief and learn from. Experience in working with people who have mental illness or other vulnerabilities will therefore be helpful.

# Job Competencies

## Qualifications and Experience

* + 1. Relevant qualifications and/or experience in training and supporting volunteers
    2. Relevant qualifications and/or experience in working with vulnerable people, including people with mental illness
    3. Relevant qualifications and experience in safe food handling (Certificate Level)
    4. An understanding of the Uniting Church’s “Safe Church” guidelines
    5. A current working with children check and a current police check
    6. Relevant experience in helping volunteers understand and embrace the underlying values of BUC
    7. An understanding of the structure and ethos of the Uniting Church in Australia

## Skills and abilities

* + 1. Demonstrate organizational and administration skills
    2. Demonstrate leadership skills with volunteers
    3. Ability to relate with members of a worshipping community
    4. Demonstrate ability in the areas of listening and hospitality and conflict resolution
    5. Capacity to educate volunteers, especially those from outside the congregation, on the theological values which underpin the Olive Way
    6. Capacity to maintain strict confidentiality
    7. Capacity to envision new creative activities which might lead Olive Way participants to enrich their lives
    8. Capacity to promote women in leadership
    9. Capacity to educate and advocate for respect of all genders
    10. Demonstrate appropriate sensitivity and listening to participants of different backgrounds

## Personal and professional competencies

* + 1. Excellent interpersonal skills with the capacity to relate to a diverse range of people
    2. Demonstrate initiative
    3. Capacity to work autonomously and as part of a team
    4. Capacity to collaborate creatively with other staff and volunteers

# Key Responsibilities, Tasks and Outcomes

| **Key Responsibilities** | | Tasks | **Outcomes** |
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| **7.1** | Volunteer support and rostering | Train, guide and support volunteers so that there is always a reliable pool.  Field volunteer enquiries  Plan and distribute rosters  Together with the Pastor Olive Way, identify, train and support volunteer leaders  Assist with training for volunteers so that they are able to respond to complex needs and challenging behaviour  Help volunteers understand the theological and spiritual rationale behind Olive Way where this is sought. (This need not require theological training and may be referred to the Olive Way Pastor) | Volunteers feel supported, are clear about their responsibilities, have required competencies, and understand the theological values which underpin the Olive Way  There are always sufficient trained volunteers to enable the Olive Way to operate effectively |
| **7.2** | Maintain a safe and enjoyable space | Monitor number of participants  Manage conflict between participants when appropriate  Help enforce Olive Way guidelines (as required)  Implement “Safe Church” guidelines  Engage in conversation and listening  Maintain a feeling of support, celebration, friendship  Regularly consider the space and how to best use it  Assist the Pastor Olive Way with pastoral care of volunteers and participants | A safe, respectful, and enriching environment is experienced by participants, volunteers and staff |
| **7.3** | Oversight of the provision of food and beverages in a safe manner | Ensure provision of supplies (food etc) for the week (this may be done by bulk purchasing)  Undertake main weekly shopping and other top up shopping as needed  Prepare and distribute food and beverages  Maintain and delegate cleaning of:  - Food preparation spaces  - Toilets and other spaces  - General cleaning as required.  - Reinforcing hygiene requirements for volunteers and food prep  Help to plan for community lunches  Provide regular feedback on performance, training and guidance as required | Staff and volunteers are performing their roles appropriately  Food and beverages are provided in an attractive, orderly and safe manner |
| **7.4** | General management of facilities | Attend to the following activities (and delegate where appropriate)   * Organization of newspapers. * Management of computers on-site * Supervision of opening and closing procedures * Occasional checks of toilets and other spaces * Greet contractors and other visitors to Brunswick UC * Closing procedures (or supervision of) * Cleaning * Waste disposal   Oversee the necessary tasks and “lead by example” | Resources are available and cared for.  Centre is left in a secure state. |
| **7.5** | Finance management | Keep and maintain receipts and accurate records of purchases  Reimburse expenditures as required, at the direction of the Olive Way Pastor  Procure and dispense food vouchers, following Olive Way Voucher Guidelines  Contribute to the development of an Annual Budget | Funds are available for smooth operation and are accounted for.  Longer term plans are financed |
| **7.6** | Contribute to planning and management | Work collaboratively with Pastor Olive Way  Contribute to discussions about recommendations for the Olive Way | Olive Way continues to evolve as it seeks to meet the needs of participants |
| **7.7** | Enrichment Activities | Help support various “enrichment activities” that enable participants to grow in self-knowledge and self-esteem. | Participants of the Olive Way have the opportunity to grow in new and different ways. |
| **7.8** | Reporting, liaison and communicating | Meet occasionally with OWSG  Occasionally attend worship and congregational events to share stories and conversations, recruit and support volunteers, and maintain a high profile for the Olive Way within the Congregation.  Attend training activities as required | Communication channels are kept open  Staff and volunteers are fully informed of relevant decisions |