

## HUNTER OPERATIONS COORDINATOR – ROLE DESCRIPTION

### WHO ARE WE?

We Care Connect is a volunteer powered Central Coast charity rehoming community donated children's essentials with families who need them most

We care about local kids living in poverty – over 30,000 children live under the poverty line on the Central Coast and Hunter, a statistic that breaks our heart. So, we're changing the story.

Poverty is more than deprivation – poverty stunts children's emotional and mental development creating a new cycle of poverty. We partner with professional caseworkers from community centres and family support agencies who provide individual requests for the families they are helping, and our volunteers prepare support packages tailored to the family's needs. Support can include clothes, nappies, bedding, cots, prams, car seats, toys, books and other essential items that families of young children need.

Connecting community donations to families in need is at the heart of everything we do.

At our Wyong base, we have over 40 volunteers, partner with over 300 caseworkers, and provide assistance to around 200 children every month. Now we are establishing a new branch at Newcastle to serve the Hunter region.

### WHO ARE YOU?

You are an experienced professional who enjoys the challenges of establishing a whole new program.

We Care Connect has been growing non-stop since we started in 2016. Volunteers run every part of the program with passion and commitment, but the new branch will need a co-ordinator to get the program up and running in the Hunter.

This role will suit someone with lots of experience with community programs, who likes to roll up their sleeves and get involved, a quick learner who likes to be busy, a problem-solver with an eye for detail, and the people skills to nurture and support our amazing volunteers.

**Contract details:** 12 month fixed term (funded from one-off grant provided by Newcastle Permanent Charitable Foundation). Continuation of the role will be subject to funding received. Part-time role - 24 hrs/week with flexible working hours.

**Responsible to:** CEO

**Start date:** June 2022 with some flexibility

**Salary:** Based on SCHADS Award Level 6.1

**Location:** Based at Hunter warehouse – but please note that we are currently seeking premises and the warehouse may be located anywhere in the Greater Newcastle region. Some travel throughout the Hunter and to Wyong will be required during the establishment period. Some home-based work may be included as agreed.

The majority of hours worked will be between 8.30am – 3pm weekdays. Working days and hours can be flexible.

## WHAT TO EXPECT

The Operations Coordinator will have the central role in maintaining communication and consistency across the Hunter program operation. The warehouse can be busy and occasionally chaotic, with many activities at the same time: caseworkers collecting orders, deliveries arriving, donations being sorted, checked and cleaned, shelves being stocked and orders packed.

Initially (first few months) you will be involved in setting up the program with the help of the Wyong team, including arranging drop-off partners, liaising with welfare agencies and promoting the program.

When the program opens (around August 2022), the Operations Coordinator will be responsible for:

### 1. Day to day program coordination including:-

- ensuring caseworker requests are filled, collected or delivered
- maintaining quality standards for care packages
- workplace health and safety and ensuring the warehouse remains tidy and in order
- identifying and addressing cleaning and maintenance requirements
- managing the flow of stock, including donations and purchased stock, and ensuring donations are collected from drop-off partners regularly
- overseeing the quality and safety of all donated items

### 2. People management including:-

- coordinating volunteers - recruitment and selection, providing induction, training, guidance, support, feedback and resources as required
- ensuring that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- building and maintaining relationships with caseworkers and supporters throughout the Hunter

## WHAT WE'RE LOOKING FOR

### Essential criteria:

- Commitment to the mission and values of We Care Connect
- Excellent organisational and time management skills – thorough with attention to detail
- Excellent interpersonal skills and a friendly disposition
- High level written communication skills
- Proactive, independent and motivated to achieve – a self-starter
- A multi-tasker who can work well under pressure, to deadlines, and meet shifting priorities
- Demonstrated relationship management skills with volunteers, donors and caseworkers
- Demonstrated proficiency in computer skills and in using a range of Microsoft Office packages and client/volunteer databases

### Desirable:

- Degree or equivalent professional qualifications
- Experience in a relevant social welfare field.
- Experience working for a not-for-profit organisation
- Driver's License



## **APPLICATIONS** are invited by 22 April 2022

Please email a resume and cover letter addressing the Essential and Desirable criteria to  
[admin@wecareconnect.org.au](mailto:admin@wecareconnect.org.au)

We welcome your questions 😊 Please email us, and if you would like to talk about the position, send us your phone number and we will call you

We look forward to hearing from you

