



## OzHarvest | Job Description

<b>Your Position Title:</b>	Nourish Program Manager
<b>Your department:</b>	National Operations
<b>You'll Report to:</b>	National Operations Lead
<b>Classification:</b>	12-month parental leave contract
<b>Headcount or Hrs/wk:</b>	38 hours / week
<b>Date:</b>	November 2022

### Your Key Relationships

You'll be part of the collaborative OzHarvest team, which includes the Head of Operations, National Operations Lead, State/City Managers, Chief Financial Officer, Education Program Managers, Impact team, People & Culture team, volunteer coordinators, OzHarvest chefs, office staff and volunteers.

You'll also work with external stakeholders including Nourish participants, various charities and referring agencies, financial donors, industry partners, Registered Training Organisations, regulatory bodies and service providers.

### What we're about

Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:

**Connected by a cause:** We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

**Nourish & Grow:** We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

**Boldly Courageous:** We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

**With Gratitude:** We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

### About the role

The Nourish Program is a hospitality based educational pathway to employment for at-risk youth aged 16-25. The program is endorsed by a partnering RTO and is designed with a blend of foundation skills and hospitality training to best prepare the young people for study, employment and self-sustainability. Participants complete an 18-week program that is inclusive of a Certificate II in Kitchen Operations. Industry professionals and OzHarvest volunteers are engaged as mentors throughout the course and continuing beyond participants' completion of the program.

This role is to lead and oversee all aspects of Nourish, including program development, implementation, and evaluation. You will be managing the national Nourish team of trainers and youth workers, strategy, funding model, training framework, and reporting. You will be responsible for driving effectiveness and results, to maximise the impact of the program.

### Your Key Responsibilities

*Be a positive and effective team member and bring the OzHarvest culture, values and purpose to life:*

- Demonstrate each value in your actions and decisions, always leading by example



- Communicate honestly and openly at all times
- Create and promote an inclusive, positive and kind environment

#### *Responsibility 1: Staff and team management*

- Cultivate and lead a collaborative geographically-dispersed team of 10+ people
- Coach trainers to ensure national consistency in program delivery
- Lead a team of youth workers, providing support and guidance
- Ensure ongoing training and professional development for staff
- Undertake staff recruitment as needed

#### *Responsibility 2: Strategic management and program development*

- Drive the strategic plan for the program
- Support constant improvement of results and impact
- Provide regular reporting on program results, underpinned by a solid monitoring and evaluation system

#### *Responsibility 3: Program management, processes and administration*

- Oversee the national program budget
- Lead collaboration with RTOs and hospitality faculties
- Establish and maintain the national systems required for day-to-day program delivery
- Ensure safety, good governance and compliance across the program, including via codes of conduct, duty of care, privacy policies etc.
- Adapt and develop the Nourish program as required
- Adapt program systems and procedures as required
- Maintain Nourish databases and systems

#### *Responsibility 4: Represent Nourish and OzHarvest externally*

- Cultivate and grow Nourish's financial and in-kind donors, including through regular program updates
- Work with the Impact Team to find, apply for and acquit significant grants to support the program
- Work with the Impact Team to develop communications materials to promote the program
- Cultivate national industry relationships to create and arrange work placement for program participants

Other duties as reasonably required

At OzHarvest we are a family and all work together to contribute to ensure we are delivering on our purpose to Nourish our Country. In order to deliver on our purpose:

- There is an expectation that for all major events we, as a family, come together and take on additional responsibilities to deliver a successful event
- We are mindful of delivering the best possible outcomes by maximizing contributions and minimizing costs wherever possible and we do this by:
  - Seeking in-kind work wherever possible, donations of goods the best possible quotes from suppliers and where possible in-kind support for the work that we do
  - Direct any potential financial donor relationships to the fundraising team
  - Volunteer out of hours to support our purpose

### **Personal Specifications**

#### **Qualifications**

Essential:



- Current and Valid Police Check
- Working with Children Check
- Current TAE Certificate IV 40110 or 40116 – Training and Assessment
- Relevant/current industry training – cookery/chef qualification/hospitality

Desirable:

- Food Safety Supervisor Certificate
- First Aid Certificate
- Mental Health First Aid Course
- Driving licence

### **Skills, Knowledge & Experience**

- Desire and commitment to working with at-risk youth
- Extensive experience in project management, budget management and administration
- Strong track record leading people and teams
- Experience in program strategy and development
- Exposure to and/or experience in youth work or social work
- Experience in education and training
- Exposure to and/or experience in the hospitality industry
- Ability to cultivate relationships with financial and in-kind donors
- Well-developed time management and organisational skills
- Ability to design training programs and adapt delivery to suit the participants
- Strong computer skills – MS Office, Salesforce

### **Personal Abilities and Aptitudes**

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest
- Exceptional communication and stakeholder management skills
- Excellent judgment and demonstrated personal maturity and resilience
- Energetic, positive and proactive
- Enthusiasm for connecting people, ideas and opportunities
- Ability to travel to Nourish sites several times a year: Sydney, Newcastle, Adelaide

### **Employee Acknowledgement**

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_