



Nourishing Our Country

OZHARVEST | JOB DESCRIPTION

Your Position title:	Waterloo Market Community Support Worker
You'll report to:	Waterloo Redevelopment Project Lead
Classification	Part-time
Headcount or hours/wk:	30 hours per week
Date:	October 2023

Your key relationships

Internal: Collaborate closely with Waterloo Market Managers, the OzHarvest Social Worker, Project Lead, drivers and our dedicated team of Market volunteers.

External: Engage and connect with market Customers, the local community, and external agencies in a collaborative effort to support our mission.

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 Waterloo Community Worker plays a key "front-line" role, at the Waterloo Market. Supporting our market managers in relationship management, promoting social inclusion and empowering individuals to be food secure. Whilst ensuring the customers feel welcome, seen, cared for, and connected. They will be committed to implementing policies and practices that keep the environment safe for staff, volunteers and the community.



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Your Key Responsibilities

Be a positive and effective team member and bring the OzHarvest values to life :

- Demonstrate each value in every one of your actions and decisions.
- Contribute to your team's successes by supporting your teammates to be their best.
- Communicate honestly and openly at all times.
- Work with or supervise volunteers in their important work at OzHarvest.
- Engage with all communication platforms and content to ensure you are informed and connected.
- Complete required learning, development and training.

Responsibility Area :

- Provide excellent service to all OzHarvest stakeholders.
- Build rapport with market customers, to ensure they all feel safe and welcome.
- Identify and refer customers to relevant agencies to achieve holistic support.
- Proactively manage challenging situations and apply risk mitigation, including the use of de-escalating techniques.
- Support Staff and Volunteers with de-briefing and incident response plans.
- Implement policies and practices that keep the program safe.
- Measure and record activities that contribute to Waterloo Market Social Impact measurement.
- Contribute best-practice knowledge of the population that OzHarvest Waterloo Market serves.

At OzHarvest we are a small family and there are fabulous opportunities for each of us to work together to contribute to deliver on our purpose to Nourish our Country. These could include a range of reasonable additional duties from time to time as required.

Personal Specifications

Qualifications

- Certificate III in Community Services or similar.
- Current and valid Police Check.
- Food Safety Certificate.

Skills, Knowledge & Experience

- Experience as a social worker, case worker or similar role.
- Experience working with vulnerable people, and dealing with at-risk populations, including homelessness, mental health, trauma, AOD & CALD.
- Ability to provide referrals and connect individuals with necessary support services.
- Experience in managing internal and external relationships with stakeholders, particularly volunteers.
- Excellent problem-solving and planning skills, balanced with the ability to react quickly to events and to prioritise in a fast-moving environment.
- Skills in event and activity management and volunteer leadership.



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- Well-developed time management and organisational skills.
- Intermediate computer skills (or ability to learn) – MS Office plus Salesforce.

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest.
- Energetic, positive, and proactive approach to work.
- Exceptional interpersonal skills with the ability to build and nurture relationships.
- Capability to perform effectively under pressure.
- Excellent attention to detail and a strong customer service approach.

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.

Employees Name: _____

• **Signature:**

Date: