



Branch Coordinator

Meals on Wheels Association of Tasmania Inc.

Devonport

Office Management (Administration & Office Support)

Part time

\$37.35 per hour

Branch Coordinator - Administrative Devonport Location

What Meals on Wheels Tasmania offers you:

- Competitive Salary – Level 3 Pay Point 1 social and community services Social, Community, Home Care and Disability Services Industry Award [MA000100]
- Salary Packaging up to \$16,900.00 available per year
- Employee Assistance Program

About us:

Meals on Wheels commenced its operation in Tasmania in 1955, we now have 15 branch locations spread across the State from Smithton in the Northwest down to Huon Valley in the South. Our dedicated 50+ staff and 750+ volunteers deliver over 280,000 meals every year to frail, aged people, and people with disabilities enabling them to remain independent in their homes for longer.

About the role:

Meals on Wheels Tasmania is seeking a Branch Coordinator to manage the receipt and delivery of meals to clients at a branch level, liaising with clients, families and carers. This primarily administrative position includes establishing relationships with new and existing volunteers. Recruiting and coordinating volunteer rosters and managing volunteer enquiries and concerns. This role will be based on a fortnightly roster working approximately 24 hours per fortnight, commencing Mid-January 2024. The role would be suitable for someone looking to fit within school hours.

About you:

The successful candidate in this role will have:

Essential (Selection Criteria):

- **Strong Computer Proficiency:** Experience in MS Office Suite and Customer Relationship Management (CRM) software.
- **Excellent Communication Skills:** Ability to effectively liaise with clients, families, and carers regarding meal changes, inquiries, and concerns which can include challenging situations.
- **Relationship-Building:** Proven ability to establish and maintain positive working relationships with clients, volunteers, and community partners. Plan and organise events and activities that engage new and existing volunteers.
- **Organisational Skills:** Strong administrative skills to manage meal delivery logistics and maintain accurate records.

- **Adaptability:** Ability to handle organisational change effectively.
- **Cultural Awareness:** Understanding of and sensitivity to the needs of diverse populations, including those from different cultural, socioeconomic, and age groups.

Desirable (Selection Criteria):

- **Volunteer Management:** Experience in recruiting, coordinating, and managing volunteer rosters. Ability to focus on enhancing team skills and performance. Addressing volunteer inquiries and concerns.
- **Community Knowledge:** Familiarity with not-for-profit organisations and the operations of similar community organisations and their best practices. **Leadership Skills:** Experience in leading or managing teams, particularly in a volunteer context.

How to apply:

To find out more about this exciting opportunity please contact Lily Geappen

on [0498 666 553](tel:0498666553) or hr@mowtas.org.au.

If you are confident, you have the skills, knowledge, and experience to fulfil the requirements of the role please email your application to hr@mowtas.org.au.

Your application must include:

- An up-to-date resume including two referees.
- A cover letter addressing the selection criteria of the role.

Applications close Monday 20th January at 5:00pm.

Meals on Wheels Tasmania is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all team members. We encourage applications from individuals of all backgrounds, identities, and experiences. All applications are treated with the strictest of confidentiality.

Successful applicants will be required to undergo a National Police Check.



POSITION DESCRIPTION



Position Title	Branch Coordinator	Department	Client Delivery
Reports to	Business Operations Manager	Effective date	March 2024
Responsible for	Volunteers and Drivers	Location	Devonport
Award	Social, Community, Home Care and Disability Services Industry Award 2010	Classification	Level 3 (Social and Community employees' sector)

Organisation Overview	<p>Meals on Wheels Tasmania (MOWTAS) is a not-for-profit community organisation that plays a crucial role in supporting the health and wellbeing of thousands of older Tasmanians each year, across 15 service locations. MOWTAS services represent a significant and essential piece of social infrastructure, providing front-line, early intervention and prevention in the home and reducing the malnutrition risk faced nationally by 1.2 million older Australians and the social isolation risk to one in four who live alone.</p> <p>Mission Statement — Our Purpose Meals on Wheels is more than just a meal. Our mission is to support well-nourished and independent communities through the delivery of a nutritious meal, social connection, and wellbeing checks through the dedication of our volunteer team.</p> <p>Vision Statement – Our Passion Meals on Wheels upholds the principle that every individual in need of a meal, who otherwise could not reasonably access or prepare their own due to health constraints, will receive one at a cost aligned with their financial means.</p> <p>Our Core Business – Our DNA Collaborating with reliable and trusted partners, we continuously enhance and strengthen our services, ensuring that Meals on Wheels remains synonymous with compassionate and dependable meal delivery to those in need.</p>
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Role Overview	<p>Branch Coordinators have responsibility for the coordination activities to ensure meal delivery to clients. This includes activities such as the development of run sheets, printing of meal labels and ensuring that clients are informed six monthly menu changes.</p> <p>Branch Coordinators have supervisory responsibility of Drivers and (at the Devonport Office), cleaners.</p> <p>Branch Coordinators also have responsibility for recruiting, assisting and supporting volunteers which includes the development and maintenance of a volunteer roster.</p>
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The Branch Coordinator also updates and maintains the organisation's Client Relationship Management system (Polixen).

Job Specific Responsibilities		Performance Indicators
Meal Coordination	<ul style="list-style-type: none"> • Email orders to the service provider. • Print off run sheets and make any amendments based on client updates received. • Ensure meals labels are printed in advance, cross checked and in order of run sheets. • Collect or receive ordered meals (based on Branch Office) from meal service provider(s). • At the meal service provider location, (or on receipt of delivered meals to Branch Office) ensure any missing meals are appropriately accounted for. • Undertake meal quality control and provide feedback to the service provider when necessary. • Organise into freezer and/or eskies, ready for delivery (BC and/or volunteers). • Prepare ice sheets as necessary. • Heat meals and add heat packs as required. • Ensure frozen meals are available for emergencies and rotate to avoid spoilage. • Coordinate the collection of meals from the service provider relevant to the Branch Office. 	<ul style="list-style-type: none"> • Orders are emailed to the service provider by specified times. • Run sheets contain accurate information which ensures an effective and efficient delivery to clients. • Meals loaded into the freezer and/or eskies reconcile with the service provider meal sheet and/or client run sheet (ie all meals appropriately accounted for). • The correct meals are heated and added to heat packs. • Meal quality control and liaison with the service provider results in reduced complaints and increased satisfaction from clients. • Ice sheets are always ready and available. • Correct eskies are loaded into vehicles. • Frozen meals are available and are not spoilt. • Meals are collected on time to ensure delivery to clients within the required timeframes.
Meal Delivery	<ul style="list-style-type: none"> • Ensure delivery folders for paid Drivers (as applicable) and volunteers contain delivery sheets and information for clients. • Meet volunteers and provide run sheets and eskies to enable volunteer meal delivery to clients. • Ensure volunteers sign the delivery contribution register. • Assist volunteers with loading eskies into their vehicle. • Continue with Driver assigned meal delivery to clients based on run sheet. 	<ul style="list-style-type: none"> • Volunteers can begin their run as soon as possible after arriving at the Branch Office or agreed site. • Branch Coordinators undertaking meal delivery able to begin their run to ensure clients receive their meal at the agreed time. • Clients receive their meal consistently on time.

<p>Client Contact</p>	<ul style="list-style-type: none"> • Answer any questions raised by the clients, their families, carers or other providers and respond in accordance with MOWTAS procedure in situations where it is assessed that the client's welfare has been compromised or is at risk of being compromised. • Provide information to clients relevant to their meal delivery or relationship with MOWTAS (ie Christmas cards and/or newsletter). • Ensure clients are encouraged and feel comfortable providing negative and positive feedback. • Ensure client cancellations are emailed to the Client Service Officers and Finance is cc'd on the emails if they pay by Centrepay. • Assist clients with account enquiries as instructed. • Liaise with the clients' families, carers and other providers as necessary. 	<ul style="list-style-type: none"> • Emergency matters involving a client are attended to effectively and efficiently according to MOWTAS procedures. • Client feedback indicates their questions are answered, and concerns raised have been attended to and resolved in a timely manner. • Client feedback indicates they receive information relevant to their meal delivery or relationship to MOWTAS in a timely manner. • Clients feel comfortable in providing feedback and complaints. • The Feedback and Complaints section of Polixen is updated with accurate and up to date information. • The CSOs and Finance receive client cancellations within adequate time to process without adversely impacting the client. • The client's family, carer or other providers are communicated with in a timely manner with accurate advice and information. • Relevant ACQF standards are considered and applied when delivering client information, advice and support.
<p>Employee Supervision</p>	<ul style="list-style-type: none"> • Provide direct supervision to Drivers (Hobart, Brighton, Devonport and Eastern Shore) and to Cleaners (Devonport Branch only). • In consultation with the People and Change Manager: • Undertake performance reviews and where applicable plan and conduct performance management. • Undertake grievance and disciplinary investigations as required. • Exit interviews with staff who resign or are terminated are conducted. • Participate in the recruitment and selection of new staff. • Ensure new employees are inducted into their role. • Ensure current direct report police clearances and drivers licenses are maintained and updated in accordance with MOWTAS procedures. 	<ul style="list-style-type: none"> • Drivers and Cleaners understand the duties they are expected to perform and to the expected standard required from the organization. • Performance reviews conducted in a format discussed and agreed with the People and Change Manager. • Performance issues identified promptly and managed in consultation with the People and Change Manager. • Issues that may constitute either a grievance or require disciplinary investigation are discussed and managed in consultation with the People and Change Manager. • Exit interviews conducted in a timely manner with staff who have resigned or have been terminated. • Vacant positions are filled promptly, and new employees are comfortable in performing the duties of their role.
<p>Volunteer Assistance and Support</p>	<ul style="list-style-type: none"> • Provide advice and support to volunteers. • Respond immediately to volunteer calls and questions relating to 	<ul style="list-style-type: none"> • Volunteers feel supported and in turn feel confident in being able to perform their role. • Volunteers know when they are rostered, so it does not adversely impact their personal or work activities.

	<p>client welfare, their meals and delivery.</p> <ul style="list-style-type: none"> • Develop and maintain a volunteer roster. • Organise and participate in volunteer events over a 12-month period. • Support and assist with the engagement of new volunteers. • Organise relief volunteers as needed. • Ensure Volunteer police clearances and driver's license records are maintained and updated in accordance with MOWTAS procedures. • Ensure the completion of training and a buddy run for new volunteers. • Conduct an exit interview with volunteers who resign from their role. 	<ul style="list-style-type: none"> • There is increased interest from the local community in wanting to volunteer for MOWTAS. • There are adequate numbers of volunteers each day to enable the delivery of meals to clients. • Police clearance requirements for existing volunteers are planned and volunteers notified in a timely manner. • Volunteers feel confident in undertaking a solo run-on completion of training and the buddy run. Exit interviews conducted in a timely manner with volunteers who have resigned from their role.
Community Engagement	<ul style="list-style-type: none"> • Actively participate in the local community to raise the profile of MOWTAS and attract interest from individuals wanting to volunteer or donate. 	<ul style="list-style-type: none"> • The local community understands the role of MOWTAS resulting in high volunteer numbers and receipt of donations and grants.
Finance	<ul style="list-style-type: none"> • Process client payments in Polixen daily. • Approve expenditure/confirm meal numbers from the meal delivery. • Send all invoices to Finance for payment. • Provide monthly tally of volunteer contributions to Finance. 	<ul style="list-style-type: none"> • Client payments are processed accurately with invoice status on Polixen reflecting invoices issued to clients. • Expenditure and meal numbers reconcile. • Invoices sent to Finance within required timeframes with no further follow-up from the Finance Team. • A monthly tally is sent to Finance within the required timeframes with no further follow up from the Finance Team.
Records Management	<ul style="list-style-type: none"> • Update client and volunteer details in Polixen, including uploading of relevant documents. 	<ul style="list-style-type: none"> • Client and volunteer data is accurate and well maintained.
Cleaning and Maintenance	<ul style="list-style-type: none"> • Ensure eskies are cleaned. • Attend to other cleaning needs as required. • Ensure all office equipment is well maintained and in excellent working order. • Vehicles are cleaned, maintained and serviced. • Conduct monthly vehicle inspections for vehicles driven by volunteers. • Liaise directly with the insurer and hire vehicles as required. • Ensure any damage to the Branch Office premises is reported to the 	<ul style="list-style-type: none"> • Eskies, and the Branch Office are kept clean and well maintained. • The Branch Office is well maintained and clean. • Vehicles are clean, well maintained and serviced on a regular basis. • Vehicle inspections undertaken monthly, and any issues identified reported immediately to the insurer and State Office. • Insurance repairs to damaged vehicles are undertaken in a timely manner. • Damage to the Branch Office premises is reported immediately to the insurer and State Office.

	<p>insurance provider and the State Office.</p> <ul style="list-style-type: none"> • Liaise with the insurer directly to arrange repairs. • Ensure annual maintenance such as weed management, pest control heat pump maintenance occurs. 	<ul style="list-style-type: none"> • Repairs to the office occur in accordance with insurance advice and approval. • Premises are well maintained and are free from weed overgrowth and pests.
Other	<ul style="list-style-type: none"> • On return from a client delivery run, follow up any actions identified that were assessed as not for immediate attention. • Respond to client, volunteer and MOWTAS staff calls and emails. • Participate in State Office meetings and staff development programs when arranged. • Provide an annual branch report to the State Office. • Participate in bi-annual menu development. 	<ul style="list-style-type: none"> • Clients feel their needs, questions, and enquiries are taken seriously and being addressed in a relevant and timely manner. • Relevant ACQF standards are considered and applied when delivering client information, advice and support. • Volunteers and MOWTAS staff are confident their needs, questions, and enquiries are taken seriously and being addressed in a relevant and timely manner. • Attends all scheduled State Office meetings and staff development programs and if unable to provides advance notice to the relevant State Office staff member about why they are unable to attend. • The annual branch report is provided within the required timeframes and is accurate. • Menus reflect input from Client feedback received at a Branch office level.
Legislative Compliance	<ul style="list-style-type: none"> • Take reasonable care for their own health and safety, and health and safety of others. • Notifies the People and Change Manager of WHS hazards and incidents. • Treats work colleagues, clients and volunteers with dignity and respect at all times. • Adhere to WHS and Equal Opportunity Legislation (State and Federal) and Australian Aged Care and Quality Standards. 	<ul style="list-style-type: none"> • Able to demonstrate an understanding of WHS, Equal Opportunity and (AACQS) requirements. • Hazards, incidents and near misses are reported to State Office immediately. • The Branch Office functions smoothly, which in turn benefits client service and delivery. • Relevant ACQF standards are considered and applied to ensure delivery of a quality service to clients.

Values			
Empathy and Professionalism	We engage empathetically and professionally with our clients, their partners, carers, families, as well as our staff and volunteers.	Dignity and Respect	We are dedicated to upholding and protecting each person's rights and responsibilities, ensuring everyone is treated with dignity and respect.
Honesty and Integrity	We are committed to acting with honesty and integrity in all our actions, communications, and operations.	Accountability and Transparency	We uphold and promote accountability and transparency at the individual,

	team, and organisational levels.
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Knowledge, Skills & Experience

Essential

- Strong Computer Proficiency: Experience in MS Office Suite and Customer Relationship Management (CRM) software.
- Excellent Communication Skills: Ability to effectively liaise with clients, families, and carers regarding meal changes, inquiries, and concerns which can include challenging situations.
- Relationship-Building: Proven ability to establish and maintain positive working relationships with clients, volunteers, and community partners. Plan and organise events and activities that engage with new and existing volunteers.
- Organisational Skills: Strong administrative skills to manage meal delivery logistics and maintain accurate records.
- Adaptability: Ability to handle organisational change effectively.
- Cultural Awareness: Understanding of and sensitivity to the needs of diverse populations, including those from different cultural, socioeconomic, and age groups.

Desirable

- Volunteer Management: Experience in recruiting, coordinating, and managing volunteer rosters. Ability to focus on enhancing team skills and performance. Addressing volunteer inquiries and concerns.
- Community Knowledge: Familiarity with not-for-profit organisations and the operations of similar community organisations and their best practices. Leadership Skills: Experience in leading or managing teams, particularly in a volunteer context.

Education / Qualifications / Memberships / Certifications

- Applicants must undergo a Police check.
- Current C Class driver's license.

Travel Requirements

- To client locations within area of assigned office.
- To Bi-annual regional meetings.
- To community events/expos as required.

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives

Employee signature _____

Date _____