

## POSITION DESCRIPTION

### Community Relief Supervisor

#### OUR VISION

Supporting & enriching the lives of people in our local community through caring and compassionate services

#### WHAT WE VALUE

##### COMMUNITY

We value the diverse local communities we serve and the opportunity to build respectful and trusting relationships.

##### INTEGRITY

We aim to make ethical, transparent, and well-intentioned decisions for the benefit of the community we serve.

##### SOCIAL JUSTICE

We strive for equity where the community we serve are treated with compassion, respect, dignity, and fairness.

#### OUR PRINCIPLES

##### Principle 1: Georges River Life Care is aligned to the mission, values and vision of GRLC.

- We serve the greater mission of GRLC by providing community services and
- We provide opportunities for our communities to connect with us and our GRLC community to serve alongside us.
- We operate within the values and principles of GRLC.
- We aspire to be a multi-site organisation
- The Board has a sense of God's leading.

##### Principle 2: Georges River Life Care provides strategic service offerings within our capacity and resources

- The Board creates and supports strategic priorities for Life Care.
- There is a demonstrated community need for services and programs through research and observations.
- Services and programs are tailored to the community they are serving in consultation with the local church.
- External organisations are not substantially filling this need.

- Services and programs don't jeopardize the overall financial sustainability of Life Care and are evaluated for viability regularly.
- New programs and services are carefully considered via discernment process; ensuring human and financial capacity and church impact is considered and adequate resources are available.

**Principle 3: Georges River Life Care is driven by people and relationships.**

- Georges River Life Care encourages GRLC people either initiate and / or are involved in the service or programs offered.
- Services and programs are driven by the passions, gifts and skills of the team including volunteers from GRLC.
- We prioritise the health, ongoing support and equipping of our staff and volunteer teams.
- We prioritise programs and services that provides opportunity for people to care and connect with service participants and their families.
- A reasonable number of GRLC people want to be involved.
- We seek to collaborate and partner with other community organisations that share our values and vision.

## POSITION OVERVIEW

<b>Position:</b>	Community Relief Supervisor
<b>Status:</b>	PPT – 12-15 hours per week (12 month contract)
<b>Report to:</b>	Community Relief Coordinator
<b>Award:</b>	Social, Community, Home Care and Disability Services Award [MA000100]

## KEY RELATIONSHIPS

<b>Internal:</b>	Life Care CEO, Community Relief Coordinator, Community Care Managers, Life Care staff and volunteers
<b>External:</b>	External Partners/Suppliers, Community members

## POSITION SUMMARY

The Community Relief Supervisor provides day-to-day leadership of Life Care's Community Relief operations, ensuring the effective coordination of volunteers, food rescue activities, hamper preparation, storage systems, compliance requirements, and service delivery outcomes.

This role exists to ensure that the Relief Centre operates efficiently, safely, and in alignment with Life Care's values and strategic objectives. The Supervisor will lead a large volunteer team, foster a positive and supportive culture, maintain compliance with food safety and funding requirements, and contribute to continuous service improvement. The role requires a strong servant leader who can build relationships, motivate volunteers, manage competing priorities, and maintain operational excellence while ensuring vulnerable community members receive high-quality support with dignity and respect.

## ROLE RESPONSIBILITIES OVERVIEW

### Leadership & Volunteer Management

- Provide day-to-day supervision and leadership of Community Relief volunteers.
- Build a positive team culture that reflects Life Care's values and principles.
- Train, induct, mentor and support volunteers.
- Manage volunteer performance concerns in consultation with leadership.
- Foster an environment where volunteers feel valued, supported, and connected to Life Care's mission.

### Community Relief Operations

- Supervise operations of the Relief Centre.
- Supervise hamper preparation and quality control processes.
- Ensure stock is organised, rotated and stored appropriately.
- Monitor inventory levels and identify shortages or surplus stock.
- Assist with the implementation of operational improvements and efficiencies.
- Support expansion of food rescue initiatives funded through EPA and other grants.

### Compliance, Data & Reporting

- Ensure accurate recording of food rescue volumes, stock movements, volunteer hours and service outputs.
- Assist with data collection and reporting against key performance indicators.

### **Food Safety & Quality Assurance**

- Ensure food handling and storage practices comply with relevant legislation and guidelines.
- Monitor cool room, freezer and storage areas.
- Oversee stock rotation and quality control processes.
- Ensure all donated goods are assessed appropriately before distribution.
- Promote high standards of cleanliness and presentation throughout the Relief Centre.

### **Work Health & Safety**

- Promote a strong culture of safety among staff and volunteers.
- Conduct regular safety checks of workspaces and equipment.
- Ensure safe manual handling procedures are followed.
- Report and respond appropriately to incidents, hazards and near misses.
- Support risk assessments and implementation of mitigation strategies.
- Ensure volunteers understand and comply with WHS requirements.

### **Community & Stakeholder Relationships**

- Build positive relationships with food donors, suppliers, community partners and volunteers.
- Represent Life Care professionally within the community.

## **ESSENTIAL CRITERIA**

### **Essential**

- Leadership & Experience
- Demonstrated experience leading, supervising or coordinating teams.
- Proven ability to motivate and support volunteers.
- Strong interpersonal and communication skills.
- Experience managing competing priorities in a fast-paced environment.
- Ability to work independently and exercise sound judgement.
- Strong organisational and problem-solving skills.
- Experience motivating volunteers and supporting volunteers.

### **Administration & Compliance**

- Experience maintaining records and reporting requirements.
- Competent computer and data entry skills.
- Ability to monitor and meet compliance obligations.

### **Physical Requirements**

- Ability to undertake manual handling tasks and occasional heavy lifting.
- Ability to work in warehouse, storage and food handling environments.

### **Desirable**

- Qualification in Social Work, Community Services, Human Services, Welfare, Leadership, Management or a related field.
- Experience working within community services, emergency relief, food rescue or not-for-profit sectors.
- First Aid Certificate.
- Understanding of trauma-informed and person-centred practice.
- Experience working with vulnerable individuals and families.
- Genuine passion for supporting and serving the local community.

### **Requirements**

- National Police Check.
- Working With Children Check.
- Safe Church Training (or willingness to obtain).
- Current Driver Licence.
- Pre-employment medical assessment, including assessment of capacity to undertake manual handling and lifting tasks.
- Commitment to the vision, values and principles of Georges River Life Care.