



Blue Mountains Food Services

Food that connects our community

Blue Mountains Food Services is a not for profit, non-government organisation that provides valuable community services to residents living in the Blue Mountains local government area.

POSITION DESCRIPTION – MEALS COORDINATOR

Position Title	Meals Coordinator
Location	25 Livingstone St LAWSON 2783
Employment Type	Full Time
Hours of Employment	35 hours per week
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisor	General Manager
Direct Reports	Nil
Key Relationships	Staff, clients, volunteers

THE NATURE OF YOUR ROLE

The Meals Coordinator is a critical role responsible for providing outstanding customer service to the organisation's meals clients, with a particular focus on:

- Ensuring all meals are delivered to clients' homes in a timely and accurate manner
- Overseeing volunteers assigned to meal delivery
- Improving processes to enhance client service and efficiency.

ROLE RESPONSIBILITIES

Regular Duties

- Coordinate the meal delivery function from initial order to delivery
- Process client meal orders and restaurant bookings (via phone & email) and deal with all queries
- Oversee volunteers assigned to the meals function
- Ensure client data is always up to date and kept confidential
- Process client payments and resolve invoice queries
- Follow up and resolve unpaid accounts
- Recommend changes to processes to enhance client service, efficiency & effectiveness
- Plan & implement future service enhancements
- Implement service growth & promotion initiatives in conjunction with other staff
- Propose and implement policies and procedures as required
- Establish and maintain relevant networks
- Prepare a monthly report with key statistics eg: client numbers etc.
- Assist other staff as required in busy times.



Occasional Duties

- Maintain feedback & complaints and other organisational registers
- Contribute to annual review of menu items based on customer feedback
- Contribute to customer and other surveys
- Assist with grant / funding submissions
- Participate in project teams as required
- Other duties as reasonably directed by Management.

Work Health & Safety

- Comply with Safe Work arrangements in accordance with the Work Health and Safety Policy and organisational and position related Policy and Procedures to achieve a safe workplace for all;
- Only undertake tasks if it is safe to do so for yourself and any other person in close proximity;
- Report any injury, incident, or hazard to your supervisor.

General Policies

Comply with all Blue Mountains Food Services Policies and Procedures including the Blue Mountains Food Services Code of Ethics Agreement and Blue Mountains Food Services Confidentiality Agreement.

Privacy and Confidentiality

Maintain privacy of all volunteer, client, NDIS participant and employee information and comply with Blue Mountains Food Services Privacy Policy and the Privacy Act.

OUR VALUES

All employees are expected to adhere to our values at all times as listed below:

Integrity: We will be guided by principles of honesty and transparency ensuring that all actions can withstand scrutiny.

Respect: We value an individual's cultural diversity and choices and value each person's individuality. We will act equitably when working with all people.

Reliability: We will do what we say we will do, and we will do it when we say we will do it.



Experience, Qualifications and Personal Attributes

Essential:

- Outstanding customer service skills and experience.
- Ability to make each client feel special.
- A business head with social heart.
- Experience working in a busy environment and able to cope well under pressure.
- Strong time management skills including prioritising workloads.
- Experience in juggling multiple responsibilities.
- High level written and verbal communication skills.
- Strong Microsoft Office skills.
- Some knowledge of the regulatory and compliance regimes governing community organisations.
- Strong alignment with Blue Mountains Food Services values.

Desirable:

- An appreciation of the reform environment in aged care services.
- Experience working with CRM systems.
- Experience with accounting systems eg: QuickBooks.
- Relevant tertiary qualifications.



AGREEMENT

I have read, understood, and agree to the above duties relating to my position with Blue Mountains Food Services.

I understand from time to time my role may vary and agree to perform ad hoc duties to the Company's expectations that are within my skills and capabilities.

I also agree to attend relevant training when required to ensure industry knowledge is current.

I acknowledge that employees who fail to take reasonable care of their own safety and/or the safety of others will be liable to disciplinary action.

Employee Name: _____

Employee Signature: _____ **Date:** _____

General Manager Name: _____

General Manager Signature: _____ **Date:** _____