

Member Support Officer

Job Title	Member Support Officer	Position Type	Part Time (3 days/week)
Department	Operations	Direct Supervisor	Member Support Team Leader

Job Purpose

At Meals on Wheels NSW our mission is to build the capacity and resilience of a network of self-managed, not for profit community organisations that provide food and other community services to support people in their community. The Purpose is to be a trusted partner of the members, sponsors, supporters and other organisations who share our purpose, and an influential advocate in the public arena.

The Member Support Officer provides critical coordination, administrative and strategic assistance to member service management committees and governing bodies within assigned member areas. This role fosters collegial relationships through facilitating networking opportunities, disseminates key information, and develops operational resources aligned with guidelines from the Government Department of Health and Ageing and other relevant authorities.

The Member Support Officer plays a vital support role, working alongside local management bodies to identify service delivery gaps, enhance management strategies, and maintain strong, effective operational relationships between member services and Meals on Wheels NSW (MOWNSW).

Responsibilities

Build capacity and capability of the member network

- As part of the Member Support team, contribute to the overall member support strategy and annual roadmap, identifying key regional activities that can enable members to grow
- In conjunction with the broader member support team, contribute to annual, quarterly and monthly activities for member services to ensure consistency in activities across the regions, including designing, developing and facilitating regular food forums, conferences and networking workshops
- Build and upskill members on current government policy and implications for the member network, working with the members to build solutions.
- Provide expert knowledge to the member network on standards and legislation including any modifications and changes as they occur ensuring the members stays compliant.

- Facilitate the development of local area strategies to identify growth opportunities and alignment with the Commonwealth Home Support Program (CHSP) target group.
- Working collaboratively with the Member Support team to provide education, training and information sharing for members to ensure understanding of aged care principles, policies and reforms and compliance of the members funding body with all statutory regulations

Advocacy

- Act as key liaison between MOWNSW and allocated member services and other government agencies and departments and industry groups to ensure the brand of MOWNSW is upheld, and represented positively at all times.
- Champion advocacy for aged care where required, representing MOWNSW at regional industry events and working with industry partners and universities on initiatives where required

Community & Connection

- Identify the needs of each member service within the region and develop local activity and engagement plans to ensure appropriate level of contact via all methods (e.g. Face to face, email, telephone, teams) to help educate across the industry sector and support delivery of local services as well as agreed regional state-based activities.

Operations

- Develop member support policies, guidelines, articles and procedures as required on behalf of the member support team
- Ensure regular reporting is completed to outline key activities within the member network, present to MOWNSW and the Board as appropriate
- Ensure the relevant systems are up to date on all member services, ensuring easy access of up to date information for all colleagues in MOWNSW

Capabilities

- Applies technical, commercial, and operational thinking to identify improvement opportunities and develop strategic solutions
- Strong analytical skills to interpret financial data, identify trends, and make data-driven recommendations
- Exceptional communication skills with the ability to influence, persuade, and engage stakeholders at all levels, both written and verbally
- Demonstrated ability to lead change management processes and implement improvements in processes and systems to meet business outcomes
- Ability to coach and provide ongoing professional development for others to ensure success
- Strategic relationship management skills to nurture productive partnerships with internal and external stakeholders

Knowledge

- Comprehensive knowledge of Aged Care Principles
- Comprehensive knowledge of standards and regulations relevant to the provision of all services

- Ability to write articles, research and contribute to publications to grow knowledge of the members
- Responsibilities may evolve over time; the employee is expected to perform other duties as assigned to meet organisational goals.

Experience

- Minimum 2 years experience in a similar role.
- Demonstrated ability to influence, collaborate, and build productive relationships across without direct reporting authority.
- Track record of building capability in others through structured mentoring, training and information sharing

Personal Attributes

- Consistently demonstrates and embodies the Values of Meals on Wheels.
- Promotes and encourages the Meals on Wheels brand both internally and externally
- Demonstrates commitment to ongoing personal and professional development; seeks opportunities to expand knowledge
- Builds meaningful partnerships; shares knowledge generously and leverages collective expertise to achieve outcomes aligned with Meals on Wheels Mission and Purpose.
- Takes personal responsibility for achieving results; holds high standards for self and others while providing the necessary support to meet these expectations.

Document Control

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Name of Approver: Les MacDonald

Date of next Review: 29/04/27

Position of Approver: CEO