

## POSITION DESCRIPTION

POSITION TITLE	The Big Issue (TBI) Vendor Facilitator			
POSITION OVERVIEW	TBI Vendor Facilitators provide support to Big Issue Vendors as part of The Big Issue Australia's Street Magazine Enterprise. Facilitated by Woden Community Service, our TBI Vendor Facilitators are responsible for connecting Vendors to their communities, assisting them to develop business and social skills to enable them to succeed in selling TBI Street Magazine.			
CLASSIFICATION	SCS Level 3	SERVICE AREA	Community Access	
EMPLOYMENT STATUS	<input type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK	35
LOCATION	Community Hub – Westfield Woden			
IMMEDIATE MANAGER	Team Leader Community Access			
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024			
REPORTING RELATIONSHIPS				
NO OF DIRECT REPORTS	NIL		NO OF INDIRECT REPORTS	NIL
KEY RELATIONSHIPS				
INTERNAL	WCS program contacts, reception and intake staff, WCS executive and leadership teams, WCS corporate services.			
EXTERNAL	TBI Australia, community sector providers, homelessness sector services, financial donors, ACT Community Services Directorate, other Government Agencies.			
KEY ACCOUNTABILITIES				
<ul style="list-style-type: none"><li>▪ Vendor sign-up, induction, support, and training; this includes completing pitch walks, provide support and encouragement and offer training to assist Vendors make magazine sales.</li><li>▪ Facilitate regular Vendor engagement activities, including the fortnightly Vendor launch each fortnight.</li><li>▪ Administer the pitch booking and magazine ordering through our current processes and systems.</li><li>▪ Assist in developing and implementing strategies to ensure that the number of vendors and magazine sales continue to grow, including fundraising activities.</li><li>▪ Contribute to strategies to increase magazine sales including pitch expansion, involving liaison with local community and government agencies.</li><li>▪ Contribute to the development of policies and procedures, relevant to TBI operations.</li><li>▪ Assist the team leader in developing and maintaining relationships with community agencies, and other stakeholders to secure additional support for The Big Issue and the vendors.</li><li>▪ Develop relationships with key support agencies for homeless and marginalised people living in ACT to ensure efficient referral of Vendors as required.</li><li>▪ Attend regular meetings with key community contacts to ensure ongoing mutually beneficial relationships.</li><li>▪ Build relationships with The Big Issue Australia's program staff including Community Street Soccer Program and The Big Issue Classroom.</li><li>▪ Contribute to the running of Community Street Soccer Program and The Big Issue Classroom as needed by The Big Issue Australia.</li></ul>				

- Maintain accurate case notes and other relevant information and participate in reporting processes.
- Maintain confidentiality and privacy standards.
- Contribute to the ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Perform other duties as directed by the Manager.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.

#### EXPERIENCE & QUALIFICATIONS

##### Essential

- Certificate III in community services or similar qualification.
- Previous experience working with people from marginalised backgrounds.
- Understanding of the community sector.
- Strong organisational skills and high attention to detail
- Friendly and flexible attitude, high energy approach to work.
- Demonstrated sound communication skills (both oral and written) to be able to interact positively with a variety of people.
- Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information.
- Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.
- Demonstrated understanding of professional boundaries, privacy and confidentiality.
- Demonstrated ability to work with limited supervision.

##### Desirable

- Qualifications in mental health.

##### Other

- Ability to work outside normal business hours when required.
- Driver's licence required.
- Comprehensively insured vehicle (km allowance paid).
- Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.
- Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

#### Document History

**Original:** February 2024

**Revised:** April 2025

**Version:** V2

**Employee's name**

**Signature**

**DATE**