JOB DESCRIPTION

Ship Visitor - Seafarer Welfare Officer

Position Purpose

To visit seafarers on board ships and bring to their attention the services and facilities of the Stella Maris Seafarers' Centre, demonstrating Christian values through the work and supporting seafarers' welfare while they are in port.

Reports To

Centre Manager

Key Relationships

- Centre Manager
- Port security personnel
- Shipping agents, as required
- International Transport Workers' Federation (ITF) and other relevant seafarer welfare organisations, as required
- Priests and other Stella Maris pastoral representatives, as required

Primary Focus

To maximise meaningful contact with seafarers visiting Melbourne ports, ensure they are informed of the services and facilities available through the Stella Maris Seafarers' Centre, and facilitate their safe and practical access to the Centre where possible.

Scope

- Visit approximately 5,000-10,000 seafarers per annum, subject to vessel movements, port access, staffing, crew availability and operational requirements.
- Monitor and record daily ship movements across relevant Melbourne port facilities.
- Maintain accurate visitation, Centre attendance, transport and other operational statistics and reports.
- Maintain current exchange-rate information and assist with approved currency exchange services.
- Provide practical and material support to ship-bound seafarers where required.

Specific Responsibilities

- Review current shipping lists and vessel movements to identify ships in port, expected arrivals and departures, and prioritise daily ship visits.
- Plan visit logistics to maximise contact with seafarers across relevant port facilities.
- Maintain positive working relationships with port security and comply with all port access and security requirements.
- Board vessels and engage with crew members to explain Stella Maris services, Centre facilities, transport arrangements and shore-leave procedures.
- Identify seafarers' welfare issues, needs and conditions and provide appropriate practical or pastoral support, including referral or liaison with relevant organisations where necessary.
- Transport seafarers safely to and from the Centre and provide practical directions and local information to assist with shopping, services and other shore-leave needs.
- Assist seafarers with approved currency exchange services in accordance with Centre procedures.
- Open and support the day-to-day operation of the Centre, including reviewing previous-day statistics and maintaining operational records.

- Undertake scheduled cash counts, stocktakes, receipt of deliveries and general monitoring of Centre supplies.
- Provide Centre support including shop and bar service, general cleaning and presentation, accommodation servicing, and minor day-to-day housekeeping tasks.
- Maintain Centre vehicles in a clean and presentable condition, internally and externally, and report vehicle issues as required.
- Provide visitation and operational reports and maintain accurate records as required by management.
- Undertake other duties at the direction of the Centre Manager that may arise from time to time.

Key Skills and Capabilities

- Strong interpersonal and communication skills, including the ability to build rapport with seafarers from diverse cultural and linguistic backgrounds and with port stakeholders.
- Sound computer and administrative skills, including accurate record keeping and maintenance of operational information.
- Effective time management and organisational skills, with the ability to prioritise ship visits and Centre duties in a changing port environment.
- Ability to work independently, use initiative and respond appropriately to unexpected welfare or operational situations.
- Ability to obtain and maintain a Victorian Light Rigid (LR) driver licence.

Qualifications and Requirements

- Eligible to obtain and maintain a Maritime Security Identification Card (MSIC).
- Current Victorian driver licence, minimum category LR.
- Current Responsible Service of Alcohol (RSA) certificate.
- Current Working with Children Check.

Hours of Work

The normal hours of work will be in accordance with the Centre roster, 76 hours per fortnight. This may vary from time to time when other staff are absent due to sickness or leave. Hours of work will normally fall between 9:00 am and 11:00 pm and may include weekends and public holidays.

Updated draft: September 2026