



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER ROLE	Retail Assistant
PROGRAM	Social Enterprises
DIRECTORATE	Marketing & Engagement
REPORTS TO	Store Manager
VOLUNTEER	

ORGANISATIONAL PURPOSE

The Brotherhood of St Laurence (BSL) employs over 1200 staff and is supported by approximately 1200 volunteers. Our work is focused in Melbourne and Victoria but branches out through our partners to every state and territory in Australia.

In contemporary Australia, poverty and disadvantage have a strong geographic dimension. The focus of our work is increasingly on places as well as groups of people experiencing hardship such as early school leavers and the unemployed. We create programs which prevent and alleviate poverty during four key life transitions: childhood, adolescence, midlife and retirement.

One of our priorities is to work with state and federal governments and other community organisations to scale up our successful programs. The Brotherhood's approach is informed by the best evidence, including the work of our own research and policy department.

DEPARTMENTAL PURPOSE

Our diverse range of social enterprises raise independent income vital for supporting the Brotherhood's innovative services. These enterprises span 20 community stores, a warehouse and sorting facility, an online bookstore and a donation collection service.

Our stores, with their large numbers of customers and volunteers, offer a place for community connection in each area they operate in, including online. We also provide work experience for students and placements for young job seekers from the Brotherhood's Youth Transitions Programs.

POSITION PURPOSE

To provide a quality customer service experience to the public, and to participate in all of the day to day operations of the shop by assisting both paid and volunteer staff in achieving the shop profit budget.

ROLE TASKS

- Welcome customers and offer assistance
- Assist customer with specific in-store requests
- Follow "point of sale" procedure as per Retail Operations Procedures Manual.
- Assist with all shop-floor duties including cleaning, sorting, tagging, pricing, merchandising (including hanging garments) and selling donations in accordance with the Retail Operations Procedures Manual.

WE ARE LOOKING FOR

We are looking for someone with:

- Good communication and customer service skills
- Sensitivity to the needs of people from diverse economic, social and cultural backgrounds
- The Ability to work well in a team environment, with a combination of volunteers and paid staff
- Previous retail experience and / or experience in recycled goods, if you have it.

ORGANISATIONAL RELATIONSHIPS

Internal: Employees and volunteers
External: Customers

CONDITIONS OF VOLUNTEER INVOLVEMENT

1. This role requires a mandatory police check. Your volunteer role will not begin until the necessary checks are complete.
2. Volunteers are requested to take responsibility for their own and others' workplace health and safety and to adhere to policies which keep the Brotherhood of St Laurence a workplace committed to equal opportunity, free from discrimination and harassment.
3. All Brotherhood volunteers must be eligible to volunteer in Australia.

AGREEMENTS

I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.

I understand that as a volunteer I am required to adhere to Brotherhood of St Laurence policies, procedures and the code of ethical behavior.

In the event of injury sustained in performing my volunteer role I understand that I can make a claim against the Brotherhood of St Laurence's insurance policy for 85% of my non-Medicare costs up to the relevant policy maximums. Activities taken on my own initiative outside of this role are at my own risk.

I undertake to keep all personal or sensitive information about customers and participants, other volunteers and the BSL team in the strictest confidence by only discussing such details within the bounds necessary to undertake my duties and responsibilities as a volunteer with the Brotherhood of St Laurence.

Volunteer Name: _____

Volunteer Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____