



## Store Volunteer Role Description

<b>Volunteer Role</b>	Store Volunteer
<b>Program</b>	Social Enterprises
<b>Directorate</b>	Marketing & Engagement
<b>Reports to</b>	Store Manager

### About the Brotherhood of St. Laurence

The Brotherhood of St. Laurence (BSL) is a social justice organisation working to prevent and alleviate poverty throughout Australia. Our mission is to pursue lasting change in the community, inspiring a more compassionate and just society where everyone can thrive.

By volunteering with BSL op shops and Hunter Gatherer stores, you'll help support the most vulnerable members of our community with a brighter future. You'll also help us continue to raise funds through our stores for the many life changing community programs, services and research we undertake to address the fundamental causes of poverty in Australia.

### About the role

Our Store Volunteers cover a wide range of duties, from sorting donations to creating vibrant displays, supporting back of house operations, and assisting customers throughout the store. While the daily duties may change from time to time, our Store Managers will ensure you have all the training, support, and guidance you need to feel confident lending a hand wherever you're needed most. No specific experience is necessary, just a positive can-do attitude.

### Role tasks

Assist with all store duties in accordance with the Retail Standards Manual (your instruction guide), not limited to and including:

- Greet and assist customers in-store
- Sort, tag, and price donations
- Merchandise products (including hanging up garments)
- Sell products using point-of-sale (POS) machine (register at the counter)
- Assist with cleaning duties

### We are looking for:

- A positive and can-do attitude
- Willingness to help as required around the store
- Understanding of and empathy with the values and ideals of the Brotherhood.

### **Conditions of volunteering**

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 of St. Laurence volunteers must be eligible to volunteer in Australia.

### **Volunteer agreements**

1. I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.
2. I understand that as a volunteer I am required to adhere to Brotherhood of St. Laurence policies, procedures, and the code of ethical behaviour.
3. 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.
4. 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 & Signature:

Date signed:

Leader of Volunteer Name & Signature:

Date signed: