



Volunteer Distribution Centre Assistant

Position Description

Position	Volunteer Distribution Centre Assistant
Team	Social Enterprise
Type	Volunteer
Hours	4 hours a week
Location	Family Life Community Opportunity Shops and Distribution Centre
Reports To	Distribution Centre/Online Store Manager
Effective Date	October 2021

Background

Family Life has been working with vulnerable children, families and communities since 1970. At the core of our organisation is our vision to build capable communities, strong families and thriving children.

As an organisation we celebrate diversity and inclusion. We value, respect, and listen to people who are culturally and/or linguistically diverse, gender and sexually diverse and people with a disability.

Family Life has multiple Community Opportunity Shops located across the Bayside region of Melbourne. These community-hubs are vibrant spaces, each shop playing an important role in the lives of the community of which they are a part.

The Family Life distribution centre supports the operations of the Community Opportunity Shops by storing goods, organising donation collections and delivery of goods. Family Life opportunity shops help raise funds for families, children and young people.

Family Life was founded by volunteers and they continue to play a key role in making a positive difference in supporting our community.

Position Objective

The Volunteer Distribution Centre Assistant supports the Community Opportunity Shop operations by helping to deliver stock to and between the shops, collect donations from the public and to deliver purchased goods to customers.

Supervision

This position operationally reports to the Distribution Centre/Online Store Manager, who will allocate the duties for the day and be available to support any questions or queries the volunteer may have.

Training

This role will be required to undergo Family Life Induction prior to starting in the role. Additionally, a role and site induction with instruction on processes and procedures will be provided by the site manager on the first day.

Key Responsibilities

The key responsibilities include but are not limited to:

- Assist the Distribution Centre team to prepare items for delivery to the Shops and to customers.
- Assist in organising and moving goods and stock in the distribution centre.
- Assist store managers with moving and rearranging stock in the opportunity shops.
- Maintain a safe and clean working environment.
- Demonstrate, understand and apply the Family Life principles (see page 3).

Key Selection Criteria

- Ability to lift, move, transport and handle heavy items, including furniture.
- Reliable and time efficient.
- Good communication skills and customer friendly attitude.
- Ability to work within a team, take initiative and know when to take direction.
- Ability to work with people of a diverse background and with diverse needs.
- Share and live the Family Life Way and values.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

The Family Life Way



Create Safety

Safety for Clients and Peers
Respect, Empowerment
& Well-being
Be Supportive
Be Kind



Be Real

Be the Best Version of Yourself
Admit What You Don't Know
Have the Hard Conversations,
Respectfully
Be Open and Honest



Celebrate Difference

Welcome Diversity
Celebrate Difference Of Ideas
All Community Members are
Welcome at Family Life
Share Knowledge and Experiences



Be Bold

Fail Forward
Lead By Example
Ask Why?
Ask for Feedback and
Self-Reflect



Dream Big

Have Stickability - Persistence
Think differently, Innovatively
Be Adaptable
Plan and Prioritise



Embrace Everyone

Many Voices, One Purpose -
To Transform Lives for Stronger
Communities
Collaboration
Partnerships
Be Inclusive and Encourage
Participation

Additional Information

- Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people.
- All offers of volunteering are subject to a satisfactory Working with Children Check, Police Records Check and reference checks.
- Family Life is committed to providing a safe, healthy and friendly environment.
- We expect all Family Life employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.