

# Volunteer Retail Assistant Position Description

|                       |   |
|-----------------------|---|
| <b>Position</b>       | Volunteer Retail Assistant              |
| <b>Team</b>           | Social Enterprise Team                  |
| <b>Hours</b>          | Four hours per week                     |
| <b>Location</b>       | Family Life Community Opportunity Shops |
| <b>Reports To</b>     | Store Manager/Assistant Manager         |
| <b>Effective Date</b> | October 2021                            |

## Program Overview

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. 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 Retail Assistant helps raise funds to support Family Life's services by assisting in the day to day operations of the Community Opportunity Shops.

## Supervision

The Volunteer Retail Assistant operationally reports to the Store Manager, or their delegate, who is responsible for assigning daily tasks.

## Training

The Volunteer Retail Assistant will be required to undergo Family Life Induction prior to commencing in the role.

Additionally, a role and site induction with instruction on processes and procedures will be provided by the Store Manager, or their delegate, on the first day.

## Key Responsibilities

The key responsibilities can include but are not limited to:

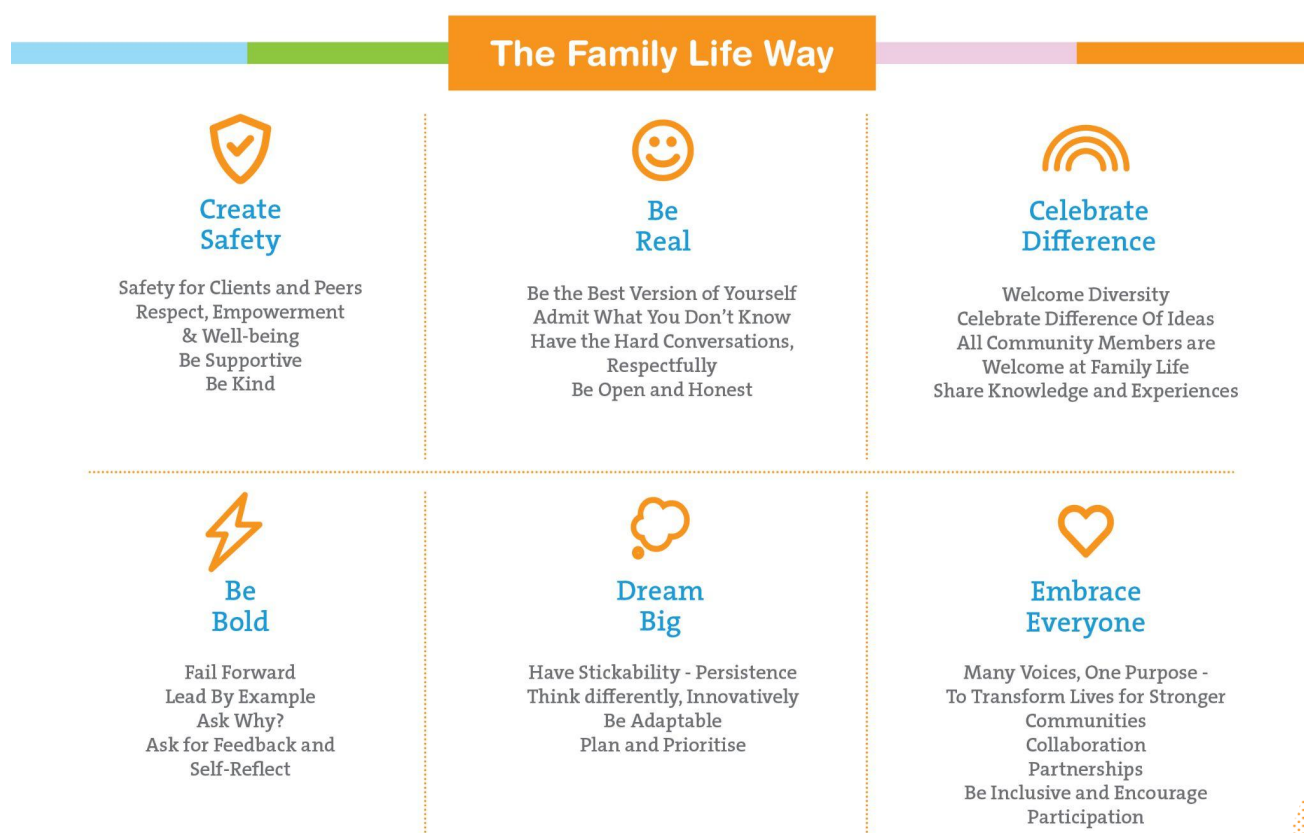
1. Courteously accept donations from the public
2. Sort and clean donations according to processes and procedures
3. Replenish stock on the shop floor with merchandise as required
4. Decorate the shop and the store window
5. Provide exceptional customer service to members of the public
6. Process payments for the sale of goods
7. Maintain a safe and clean working environment
8. Demonstrate, understand and apply the Family Life principles (see page 3).

## Key Selection Criteria

9. Strong organisational skills
10. Good communication skills and customer friendly attitude
11. Punctual and reliable
12. Friendly, patient and approachable
13. A genuine desire to help others
14. Ability to work within a team, take initiative and know when to take direction
15. Ability to work with people of a diverse background and with diverse needs.

## 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.



## 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.