



VOLUNTEER ROLE DESCRIPTION

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

ORGANISATIONAL PURPOSE

The Brotherhood of St. Laurence (BSL) employs over 1400 staff and is supported by approximately 900 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 22 community stores, a warehouse and sorting facility, and an online bookstore.

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 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: Manager and fellow team members
External: Customers

CONDITIONS OF VOLUNTEER INVOLVEMENT

1. This role requires a mandatory Police Check and Working With Children 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 BSL 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 (BSL) policies and procedures. I have read BSL's **Code of Conduct** and **Child and Adult Safeguarding Policy** and agree to abide by these policies during my time with BSL.

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 will 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.

I have read the above conditions of volunteering with BSL and agree to act in accordance with this agreement.

Volunteer Name: _____

Volunteer Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____