

Mission Volunteer Role Profile: Doorways OR SalConnect Material Aid Assistant (Program/Focus)

Reporting to: <Insert Manager's Name & Position>

Location - Site/Department/Division: <Insert Location – Site/Department/Division>

Purpose Of The Role

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time with the love of Jesus. We do this by caring for people, creating faith pathways, building healthy communities and working for Justice.

The Doorways OR SalConnect Material Aid Assistant (Program/Focus) provides support in unloading trucks, checking and placing material aid stock on shelves, making food packs ready and providing quality customer service. Attention to maintaining a clean, safe, hygienic and healthy work environment is critical.

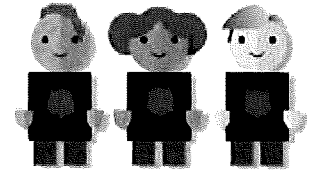
Time & Roster Commitment

As agreed with the Line Manager.

Key Tasks	Key Activities and Expectations
<p>Undertake activities related to packing of food in readiness for customers</p>	<ul style="list-style-type: none"> • Unload the truck, unpack boxes and stock shelves with material aid items. • Check use by dates of food stock and dispose of expired stock. • Prepare material aid packs in line with customer orders. • Prepack emergency parcels (where required). • Check the fridge to ensure appropriate food temperatures are maintained. • Defrost the fridge at regular intervals. • Food packs are to the satisfaction of customers. • Maintain clean and hygienic surroundings at all times • Undertake general cleaning and sanitizing of shelves, floors, benches. • Assisting site Manager/Supervisor with other tasks as directed.
<p>Provide Quality Customer Service</p>	<ul style="list-style-type: none"> • Exhibiting professional image of the office environment, displaying professionalism and integrity at all times. • Accurate information provided to customers. • Refer people to appropriate Salvation Army services. Follow up with Manager if unsure. • Listen carefully, and acknowledge and refer concerns, issues or queries to Manager.
<p>Maintain a Safe and Healthy Environment</p>	<ul style="list-style-type: none"> • Immediately report any health and safety concerns, notifiable incidents and near misses, to Senior Team Leader and ensure any hazards are controlled until rectified. • Ensure hazard, incident and accident form is completed when required in a timely manner. • All volunteers are to be mindful of their own health and to take care of the health and safety of others.

Qualifications and Experience Requirements for the Position

- Experience in a similar role highly regarded.



Required For The Position

- Complete The Salvation Army (TSA) Mission Volunteer registration, induction and training - TSA is a ChildSafe workplace.
- Integrity checks as required for the role.

Required Capabilities

- Shows personal motivation and commitment to completing work activities effectively.
- Supports a culture of integrity and professionalism.
- Represents the organisation in an honest, ethical and professional way.
- Recognises and respects the rights and beliefs of others in a non-judgemental way.
- Connects positively with colleagues and partners within and outside TSA.
- Works as a supportive and cooperative team member, shares information and acknowledges the contribution and support of others.
- Provides service appropriately and responsively to the needs of the people.
- Demonstrates accountability aligned to internal and external requirements.
- Supports and acts in compliance with the records, information and knowledge management requirements of TSA.
- Identifies and follows safe work practices to perform all duties in a safe manner, ensuring the safety and well-being of self and others.

Cultural Competency

We value people of all cultures, languages, capacities, sexual orientations, gender identities, gender expressions and intersex status.

- Understands the concepts and principles of diversity and inclusion and how they impact on current day approaches and practices
- Demonstrates commitment to culturally appropriate and inclusive practice
- Demonstrates practical application of concepts and principles of inclusion
- Understands specific issues faced by culturally diverse clients particularly in the areas of Aboriginal and Torres Strait Islander, LBGQTQI, CALD, neuro-diversity and multi faith
- Applies culturally appropriate approaches and skills when engaging with culturally diverse clients particularly in the areas of Aboriginal and Torres Strait Islander, LBGQTQI, CALD, neuro-diversity and multi faith
- Works effectively with an interpreter as required, in line with organizational guidelines

Mission Volunteer Role Profile Acceptance

By signing this form, the Mission Volunteer and Supervisor/Manager acknowledge and agree to fulfil the duties and responsibilities as per the Doorways OR SalConnect Material Aid Assistant (Program/Focus) Role Profile and Volunteer Handbook.

MISSION VOLUNTEER		Date:	
Print Name:			
Signature:			
SUPERVISOR/MANAGER		Date:	
Print Name:			