

## Position Description

<b>Position Title</b>	Opportunity Shop Volunteer
<b>Reporting to</b>	Retail Manager, Opportunity Shop
<b>Hours of work</b>	All volunteers must be prepared to work at least one shift per week. Stores are open Monday to Saturday 9:30am – 4:30pm. Morning shifts are 9.30am - 1.00pm Afternoon shifts are 1.00pm – 4.30pm Applicants who wish to volunteer to meet Centrelink requirements are required to work 15 hours per week including a Saturday shift once per fortnight.
<b>Position Location</b>	Tunstall Square or Templestowe Village
<b>Date</b>	17 May 2024

## About Doncare

**Doncare** is a not-for-profit organisation that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Information and Crisis Support, Family Violence Services, Family Services and Social Support for Seniors.

Our talented team of staff, volunteers and students provide a range of carefully developed, targeted services to the community with respect, skill, and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence based and innovative programs.

We identify emerging trends and work with the community to develop, implement, and improve a range of programs that respond to the diverse, persistent, and emerging challenges that impact our community.

Doncare receives funding from Local, State and Federal governments to operate several of our programs and utilises the proceeds of our two opportunity shops and the support of private donations, philanthropic trusts and community support.

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTIQ+ and people with a lived experience of disability.

## Vision, Purpose, and Values

### Our Vision

A community where all people lead a dignified life and fulfill their potential.

### Our Purpose

To create transformational change for our community through providing holistic, person-centred services which positively impact individual and collective health and wellbeing outcomes.

We will continue to build on over 50 years of history supporting the community across all life stages through a dedicated team of staff, volunteers and students.

## **Our Core Values**

The following core values underpin and guide our culture, our practice, and our decision making.

### **Equity**

We provide accessible and inclusive services which recognise the inherent dignity and human rights of every person.

### **Respect**

We honour people's beliefs, values, diversity, and rights.

### **Self Determination**

We champion and promote opportunities that enhance people's freedom and capacity to fulfill their social, cultural, and economic needs.

### **Empowerment**

We provide resources and guidance to enable people to build their capacity and resilience to respond to life's opportunities and challenges.

### **Generosity of Spirit**

We are committed to fostering connections and celebrating humanity through empathy, kindness, and compassion.

### **Innovation**

The needs of our community are often complex and constantly evolving. We are committed to leading edge practice and investing in innovation to ensure our services are as impactful as possible.

## **Our Child Safety Commitment**

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

We have zero tolerance for child abuse or neglect. We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, as such, all programs and activities will be subject to the Child Safety Policy.

## **Position Statement**

Doncare's op shops are located in Templestowe Village and Tunstall Square. The op shop program also operates a warehouse in Mitcham. Doncare's op shops provide a magic win-win for the community – environmental sustainability, ethical accountability and affordability. Approximately seventy volunteers dedicate their time as retail assistants and delivery drivers in Doncare's Opportunity Shop program and are our biggest asset. Whilst the op shops are community hubs where people remain connected through volunteerism, the goal of the program is to raise as much revenue as possible to support the delivery of Doncare's core services.

Doncare op shops are retail stores where people volunteer as sales assistants. Donations are processed, priced and merchandised for sale on the shop floor.

People who donate items to Doncare's Op Shops trust us to sell donations for the maximum amount of cash so that the money raised in the op shops can be used to fund Doncare's core services and assist clients who require material aid. We are highly accountable for the trust placed in us by our donors, the community and the individuals and families we assist.

## Responsibilities

### Key Duties

- Deliver exceptional customer service in accordance with Doncare's Core Values
- Receive and sort donations, including but not limited to clothing furniture, homewares and bric-a-brac
- Price items in accordance with Doncare's pricing guidelines and stock rotation procedures
- Visual merchandising
- Process sales through cash register and EFTPOS machine
- Ensure cash management and banking is compliance with Doncare's policies and procedures
- Work collaboratively and cooperatively with the volunteer team, Retail Manager and Warehouse Operator
- Promote Doncare's core business to positively impact the lives of the community Doncare supports
- Be available to undertake tasks associated with opening and closing of shop when required
- Ensure the shop and storage areas are maintained in a safe, clean and tidy manner

## Key Selection Criteria

### Key Requirements

- Previous experience working as a volunteer in an Opportunity Shop (advantage, not essential)
- Previous retail experience (advantage, not essential)
- Enthusiasm and willingness to develop a strong working knowledge of the opportunity shop and its operation
- High level interpersonal skills with the ability to promote a volunteer culture
- Ability to work co-operatively and harmoniously in a team environment demonstrating respect and understanding for other members of the opportunity shop team
- Self-motivated with the ability to work independently and without direction
- Possess a high level of attention to detail
- Ability to multitask and adapt to change as well as demonstrate ability to remain calm under pressure
- Honesty in all transactions including when dealing with financial and donation transactions
- Ensure high integrity, reliability and punctuality at all times
- Possess a good level of health and fitness to enable the performance of all tasks associated with the operation of the Opportunity Shop
- Strong commitment to the development of a safe environment for volunteers and customers of the Opportunity Shops
- Understanding and willingness to abide by the mission, vision and values of Doncare including the adherence to the Code of Conduct and Doncare's Op Shop Operations Manual
- Aware of health and safety issues in the op shop and advise the Health and Safety Representative (HSR) of any areas of concern
- All staff and volunteers are dressed in a neat and clean manner in line with Doncare's Dress Policy

## Benefits of the role

- Be part of a friendly, inclusive team that is making a positive contribution to the health and wellbeing of your community
- Build new or existing skills and meet new friends! There is a great deal of satisfaction that comes from making a difference

## Conditions of employment

Your offer of appointment at Doncare is subject to:

- a six-month probationary period
- a satisfactory Criminal History Check (renewed every three years)

- a Working with Children's Check prior to commencement. Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff and volunteers to commit to this standard and understand their duty of care obligations.
- Volunteers agree to abide by the Doncare Op Shop Operations Manual
- Preferred candidates will be required to provide two referees
- This Position Description will be reviewed from time to time in keeping with changing requirements

## How to apply

Go to the Doncare website and complete an application under the 'Volunteer for Doncare Op Shops' drop-down menu.

<https://doncare.org.au/volunteer-1>

For information about the role, contact Martine Corbett ([martine.corbett@doncare.org.au](mailto:martine.corbett@doncare.org.au))  
Manager, Marketing, Communications and Business Systems

For information about the recruitment process, contact Michelle Edwards, People and Culture Officer via email [michelle.edwards@doncare.org.au](mailto:michelle.edwards@doncare.org.au) or during business hours at 9856 1500.