

Volunteer role description



Red Cross acknowledges
the Traditional Owners
of this land, their ancestors
and Elders, past and present.



Red Cross Branch Op-Shop Volunteer - Nerang

Department	Membership
Availability	Minimum 5 hours per week (10am – 3pm) Ongoing Position
Location	38 Ferry Street, Nerang QLD 4211
Category	Working in our Services and Programs

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

The Red Cross Branch Op-Shop Volunteer role assists with raising funds through the sale of donated clothing, accessories and books to support the everyday work of Red Cross. Volunteers assist to drive sales through sorting, washing and steaming donated goods, delivering excellent customer services and emphasising on providing positive shopping experiences for our customers. The Role also provides opportunities for volunteers to connect with like minded people in the community and build their social connections.

Role responsibilities

- Sorting, washing and ironing donations
- Assist pricing products for sale
- Help provide high levels of friendly customer service
- Assist in processing all sales accurately in line with Policy and Procedures
- Assist with general housekeeping and cleanliness of the shop
- Help to identify hazards, assess risks and report incidents in line with the WHS policy
- Maintain confidentiality and privacy in matters relating to the store, customers, procedures and security

Knowledge, skills and experience

- Excellent communication skills
- Ability to work effectively as part of a team
- Being reliable and punctual
- A positive, can do attitude

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
