

Volunteer role description



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

the
power of
humanity



Red Cross Shop Volunteer

Department	Engagement and Support - Retail
Availability	Minimum 4 hours a week Ongoing position
Location	Red Cross Shops – Various Locations
Category	Contributing to our operational work

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

Role purpose

Assisting with raising funds through the sales of preloved and new clothing, accessories and homewares to support the everyday work of Red Cross. Volunteers assist to drive sales through delivering excellent customer service, emphasizing on providing positive shopping experience for our customers.

Role responsibilities

- Assist with sorting, tagging and preparing donations for sale
- Help assess the quality and suitability of donated merchandise, and address and quality issues with the Store Manager
- Dispose of unsuitable goods appropriately according the Red Cross Policy.
- Process sales through the register/Point of Sale system
- Assist with cash handling and banking in line with Retail Policy Procedures
- Help to create window and visual merchandising displays
- Maintain a clean and tidy store with general housekeeping duties
- Identify hazards, assess risks and report incidents as required in line with the WHS policy
- Understand and apply Red Cross retail policies and procedures
- Manual handling and lifting up to 10kg
- Provide support to customers, fellow volunteers and staff

Knowledge, skills and experience

- Ability to work effectively as part of a team
- Excellent interpersonal and communication skills, and a positive, can do attitude
- Reliable and punctual with rostered hours
- Basic understanding of sales and customer service practices
- Ability to work efficiently and being detailed oriented and organised
- Previous experience in retail and preloved fashion desirable

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
- Complete Red Cross Shop Induction and Working Safely in Red Cross Shops manual

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
