

# Volunteer role description



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

the  
power of  
humanity



## Scone Shop Volunteer

|                     |  |
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| <b>Department</b>   | <b>Branch Led Activities</b>                       |
| <b>Availability</b> | <b>Retail hours – Monday, Tuesday and Thursday</b> |
| <b>Location</b>     | <b>Red Cross Shop Scone</b>                        |
| <b>Category</b>     | Working in our Services and Programs               |

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

#### **Role purpose**

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

#### **Role responsibilities**

- Daily processing/preparation of store merchandise.
- Provide courteous and professional service to all customers.
- Assist in the attractive presentation and rotation of store merchandise.
- Assist in keeping the store, merchandise and fixtures clean. Will involve vacuuming and dusting.
- Be alert to the possibility of theft.
- Develop a productive working relationship with the volunteer Store Manager and other volunteer staff.
- Be aware of Australian Red Cross services and refer enquiries to appropriate people when necessary.
- Maintain confidentiality and privacy in all matters relating to staff, customers, procedures and security.
- Represent Australian Red Cross in a professional manner at all times.
- Help to identify hazards, assess risks and report incidents in line with the WHS Policy.

#### **Knowledge, skills and experience**

- Excellent communication skills
- Ability to work effectively as part of a team
- Being reliable and punctual
- Ability to maintain an awareness of current fashion trends and brands
- A positive, can do attitude

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### Check requirements

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

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### Learning and development

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

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### 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**

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