

Volunteer role description



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

the
power of
humanity



Catalogue Volunteer Pick, Pack & Dispatch Officer

Department	Retail
Availability	1 or more days per week <u>during catalogue season</u> (Sept – Dec) Dependent upon volunteer's availability, however preferred shifts are: <ul style="list-style-type: none">▪ 8am/9am – 1pm/2pm▪ Afternoon shifts also available (ending 4pm)
Location	89 Derrimut Drive, Derrimut, VIC 3030
Category	Contributing to our operational work

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

Role summary & purpose

The Catalogue Dispatch Officer will work alongside a team of volunteers to ensure catalogue orders are received, processed, and that orders are dispatched accurately and in a timely manner. There is a strong emphasis on attention to detail, the ability to work to strict timelines and communicate effectively with other team members.

Your invaluable contribution will help Red Cross provide a smooth and organised service for our festive catalogue customers; a way for us to raise important funds for life-saving Red Cross humanitarian programmes in Australia and overseas.

Role responsibilities

- Accurate and timely picking, packing and dispatch to satisfy store/order requirements
- Ensure all incoming stock is checked and receipted, as required
- Replenish stock levels for bulk reserves
- Maintain the work area and equipment in a clean and orderly condition, following prescribed safety regulations
- Maintain confidentiality and privacy in all matters relating to staff, customers and procedures
- Understand and apply Red Cross retail policies and procedures
- Promote a proactive approach to WHS in the workplace, behaving in a manner which advocates 'zero harm'

Role Selection Criteria

- Ability to work effectively as part of a team
- High attention to detail
- Ability to adhere to strict timelines
- Basic proficiency in MS Office or similar software and experience using databases is highly desirable
- Takes initiative, demonstrating a proactive attitude when undertaking tasks
- An ability to multi-task, dealing with a range of competing priorities
- Highly developed communication and interpersonal skills, including with people from a wide range of backgrounds

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

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
