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

Role responsibilities

- Help provide high levels of customer service in line with Red Cross customer service standards
- Process all sales through the POS/cash register accurately in line with Retail Policy and Procedures
- Help to create window and visual merchandising displays
- Help to sort donations, prepare and price products for sale
- Assist with general housekeeping and cleanliness of the shop.
- Contribute your skills and help us raise funds to support the everyday work of Red Cross through driving and supporting promotional activities within the store, e.g. events, sales
- 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
- Ability to maintain an awareness of current fashion trends and brands
- A positive, can do attitude

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Covid-19 vaccination (as required by government mandate)

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