Volunteer role description



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

Australian Red Cross

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 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 quality issues with the Store Manger
- Dispose of unsuitable goods appropriately according to 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 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 effectively, being detail 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 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