



The Lifeline Crisis Support and Suicide Prevention 13 11 14 Helpline is solely funded by earnings from the Lifeline North Coast Shops which are located in Hi-Tech Drive, Toormina, West High St, Coffs Harbour, Vernon St, Coffs Harbour, Nambucca Heads and Grafton.

Our Mission at the Lifeline North Coast shops is to continue to support the Lifeline Crisis Support Helpline AND lead the way by providing eco centres for sustainable living. Everything we do is about being part of the solution in the fight against fast fashion, landfills, and throw-away culture. Our staff and volunteers are dedicated to developing a culture of recycling, reusing and repurposing

PERSONAL INFORMATION

First Name :

Last Name :

Title :

Mr Mrs Ms Miss Other

Date of Birth :

 / /

Date Of Application

 / /

Email Address:

Home Address:

Postal Address:

Mobile Number:

Home Number:

Are you an Australian Citizen

Yes No

If no, please provide details about your Visa status/Permission to volunteer

Do you identify as Aboriginal or Torres Strait Islander

Yes No

Do you have any health issue ,existing injuries or allergies that we should be aware of:

Yes No

If yes, what medical care do you require if you experience a medical emergency while at work

EMERGENCY CONTACT

Full Name:

Relationship to you:

Contact Number:



VOLUNTEERING INFORMATION

Why do you want to become a Lifeline North Coast Volunteer:

Which Lifeline North Coast volunteering position would you like to apply for

Retail Shop Volunteer Warehouse Volunteer Community Event or Special Project Volunteer
At Toormina Only

Which Lifeline North Coast retail shop would you like to volunteer at

Toormina Retail Shop West High St Retail Shop Vernon St Retail Shop
Nambucca Heads Retail Shop Grafton Retail Shop

Have you volunteered/worked for Lifeline North Coast before

Yes No

If yes, please provide details

Do you want to volunteer with Lifeline North Coast to meet study,work experince or Centerlink requirements

Yes No

If yes, please provide details

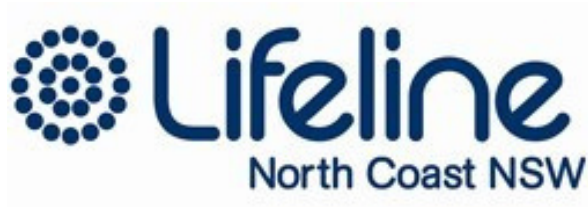
What previous life or work experience do you have that would assist you in volunteering at Lifeline North Coast

Which days are you available to volunteer at Lifeline North Coast

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

How often are you available to volunteer at Lifeline North Coast

Daily Weekly Monthly Other



LICENCES & QUALIFICATIONS

Do you have a Drivers License

Yes No Drivers Licence Number Class Expiry / /

Do you already have a valid Working With Vulnerable People Check (NSW)? If not this will be conducted during the onboarding process

Yes No Card Number Expiry / /

Criminal History Check is mandatory to volunteer for Lifeline North Coast. Are you prepared to undergo the check (Lifeline North Coast will pay for this check)

Yes No

REFERENCES

Persons unrelated to you who you have known you for 12 months or more. These can be either work or personal references

Full Name: Relationship to you: Contact Number:

Email Address: Personal Reference Work Reference

Full Name: Relationship to you: Contact Number:

Email Address: Personal Reference Work Reference

By signing this application with Lifeline North Coast, I declare all information given by me is true and correct. I have not knowingly withheld any circumstances or facts that would, if disclosed, affect my application

I understand if my application for volunteering for Lifeline North Coast is successful I will be asked to sign a Volunteer Engagement Agreement. This agreement outlines my rights and responsibilities pertaining to my volunteering role with Lifeline North Coast, including Code Of Conduct, Health & Safety Policy, Privacy & Confidentiality Policy and Volunteer Commitment & Obligations Policy

Full Name: Signature: Date:

If under 18 years, a signature from a Parent/Guardian is required

Full Name: Signature Parent/Guardian: Date:



Position Title: Retail Shop Volunteer
Reports To: Retail Shop Coordinator
Location: Retail Shops

Continuing our Legacy

Lifeline North Coast has been providing crisis support to our local community for over 34 years.

The most critical part of this service is our focus on suicide prevention, as expressed by Lifeline Australia's vision; "An Australia free of suicide". **Our purpose** is to *enhance community resilience and wellbeing across the North Coast of NSW*. We are a trusted part of the northern NSW region and continue to promote community resilience. We are proud that our organisations success has been made possible through the generosity of our supporters and our local volunteers.

LLNC supports those who need us most, by providing emotional and financial support and guidance. We pride ourselves on developing innovative programs and services to support people in need and **our vision** is to *connect with people with compassion and provide support to people in crisis*, to help them to participate in community life with a sense of dignity, purpose and self-reliance.

Contributing to our Work Environment

LLNC's work environment is centered around team work where we work together to provide support to each other, while as a collective we work to provide support and assistance to those in need in our local community. We respect each other, our differences, our uniqueness and we are proud to be part of an organisation that brings people together to support those in need.

Demonstrating Our Values

As a team we will **care** about our clients, each other, other volunteers, our community and our Environment. We will provide honesty and **integrity** in our daily interactions with our clients and each other, **connecting** with meaning and passion. We are inspired to assist those in need, regardless of circumstance and stature.

We will **respect** you, so you can **respect** yourself and your team. We will work together as a professional team to accomplish great outcomes for our clients.

Position Overview

Lifeline North Coast values and cares for its Volunteers recognising that each volunteer is giving up their time for a great cause. This position description provides an overview this volunteer role with LLNC.

Reporting to the Retail Shop coordinator you will be responsible for retail services to customers who choose to shop at LifeLine Op Shops. This includes serving customers at the point of sale/till, merchandising, sorting, hanging and storing stock as it comes in and out of the shop.

You are a positive people person with an understanding of modern retail op shopping, merchandising, stock movement/storage. You have good interpersonal skills, communicating effectively with your manager, staff, customers and other volunteers.



Key Performance Areas (KRA)'s

Retail Op Shop

Provide day to day operational support in the Retail Op Shop outlet as follows:

- Ensure the store layout is safe, fun, attractive and logistically coordinated
- Ensure that all stock is priced correctly
- Ensure constant rotation of stock to keep the store fresh and attract repeat shoppers
- Ensure stock deliveries are stored safely out of sight until it is needed in the store
- Work closely with the driving team to ensure movement/collection/storage of stock is delivered in a safe manner
- Assist with stock ordering by communicating with the shop coordinator when stock is running low or not selling
- Learn how to open and close the store (where necessary)
- Learn how to operate the point of sale till, taking care when handling money

Customer Service

Provide a positive customer service experience for shoppers as follows:

- Deliver excellent customer service at point of sale/till ensuring correct prices are charged and correct change is given
- Interact with customers in a positive way, assisting them with queries, pricing and in choosing items
- Encourage customers to spread the word about their positive experience at Lifeline to encourage customers to choose Lifeline

Team Work and Collaboration

- Build and maintain positive, professional relationships with other retail and warehouse coordinators/colleagues and management team
- Work positively with your supervisor to meet the needs of the op shop work load/workflows and turn up for your rostered shifts
- Liaise and communicate with the warehouse and driving team in the interests of achieving consistent positive service delivery
- Attend team meetings to maintain positive two-way communication around retail, transport, staff and other volunteers
- Provide back up and support to other team members as required
- Provide feedback and ideas for improvement

Work Place Health and Safety

- Ensure all activities and behaviors are carried out with due diligence and care for personal safety of staff, other volunteers, Lifeline colleagues and service providers
- Never perform anything that may cause your or others harm taking care when climbing ladders, storing heavy bags, pulling/pushing trolleys
- Report any incidents you encounter, ensuring you complete the incident form (these should be available in the shops)
- Ensure you know how to operate any machinery prior to use such as (forklifts/scissor lifts/trolleys)
- Keep passageways clear and use ladders when necessary



- Maintain up to date knowledge of LLNC work health and safety (WHS) requirements and participate in any mandatory WHS training

Skills/Qualifications/Experience

You will be friendly, approachable and act with positive purpose to deliver excellent customer service experiences and positive team outcomes. You may also demonstrate the following:

- Relevant retail and/or merchandising experience
- Team work or prior volunteer experience
- Workplace Health and Safety awareness
- Good interpersonal skills, with ability to build positive relationships with clients, staff and managers
- Excellent time management and organisational skills
- Ability to operate point of sale/till/money
- Current police check (less than 12 months old) (lifeline can apply for this)
- NSW Working with Vulnerable People Registration

Key Selection Criteria

- Demonstrated ability to **meet the above skills/qualifications/experience**
- Demonstrated high levels of professionalism, honesty and integrity
- Demonstrated ability to work positively with LLNC values
- Demonstrated ability to work in a team environment
- Demonstrated passion for making a difference in the lives of vulnerable community members

I acknowledge that I have been provided with a copy of this position description and it has been discussed with my direct supervisor/manager.

Volunteer Name	Volunteer Signature	Date
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Volunteer Network Coordinator Name	Volunteer Network Coordinator Signature	Date
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