



**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:** Warehouse Volunteer  
**Reports To:** Retail Shop Coordinator  
**Location:** Retail Shops

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## **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 Warehouse coordinator you will be responsible for sorting stock and merchandise in a warehouse setting. This will include sorting, folding, hanging, boxing and storage of all warehouse stock and items. You have good interpersonal skills, communicating effectively with your manager, staff and other volunteers.

## **Key Performance Areas (KRA)'s**

### **Warehouse Operations**

Provide day to day operational support in the Warehouse as follows:

- Sort incoming stock according to supervisors' instructions
- Ensure that all stock is sorted into correct areas in a safe manner
- Ensure that all stock is sorted and stored in a safe manner
- Ensure stock orders for outgoing deliveries are stored safely for pick up by drivers
- Work closely with the driving team to ensure movement/storage of stock is delivered in a safe manner

### **Team Work and Collaboration**

- Build and maintain positive, professional relationships with other warehouse volunteers and management team
- Work positively with your supervisor to meet the needs of the warehouse 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 warehouse operations
- 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 warehouse or retail experience
- Team work or prior volunteer experience
- Workplace Health and Safety awareness
- Good interpersonal skills, with ability to build positive relationships with other volunteers, staff and managers
- Excellent time management and organisational skills



- 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.

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|-----------------------|----------------------------|-------------|
| <b>Volunteer Name</b> | <b>Volunteer Signature</b> | <b>Date</b> |
|-----------------------|----------------------------|-------------|

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|---|--|-------------|
| <b>Volunteer Network Coordinator Name</b> | <b>Volunteer Network Coordinator Signature</b> | <b>Date</b> |
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