



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 :** **Date of Birth :** / / **Gender**

Best Contact No **Email Address:**

Address

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

Retail Shop Volunteer Warehouse Toormina Lifeline North Coast Event

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

Toormina West High St Vernon St Nambucca Heads Grafton

MORE ABOUT YOU

Interests skills and qualifications that could be relevant to this position:

Where did you first hear about volunteering for Lifeline North Coast

Word of Mouth Facebook - Instagram - LinkedIn Website TV Radio Print Media In Store

Date Of Application

 / /

Signed



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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