

POSITION DESCRIPTION

VOLUNTEER SORTER

LOCATION

Albury: 429 Wilson St Albury NSW 2640

Wodonga: 61 High St Wodonga 3690

OVERVIEW

Lifeline shops are a recognised and much-loved part of the local Albury Wodonga retail landscape. Aside from being op-shop mecca for fans of all things quality and thrift, the shops often act as a point of contact for people needing assistance, thereby playing a central role allowing us to support our community.

The shops are a great place to work for anyone wanting to contribute to our community. They are also a great place to connect and be a part of a wonderful team of likeminded people.

Lifeline needs additional volunteers to support the existing team.

WHAT YOU WILL BE DOING

Helping sort donations into categories for sale, items for baling or disposal.

- Sorting incoming donations
- Cleaning saleable items
- Packing and storing saleable items
- Pricing and preparing items to go into the shop
- Helping to display and stock the shop with items

WHAT YOU NEED IN ORDER TO HELP

To be successful in the shop assistant role, volunteers will need to have the following skills, knowledge and experience:

- Healthy appreciation of volunteering and willingness to work within the ethos of the Lifeline Albury Wodonga's Vision and Values.
- The ability to work in a team and achieve objectives.
- Sound time management, presentation and efficiency.
- Effective communication and organisational skills.
- Task orientated.
- Creativity and lots of wonderful retail ideas.
- Willingness and ability to adhere to WHS policy and procedure

The shops have a strong customer service culture, and we believe we can maintain that only if our new team members are committed, motivated and enthusiastic about volunteering, and customer service. If this sounds like you, we would love to hear from you.

HOW MUCH TIME IS REQUIRED

We currently need volunteers to assist 7 days a week.

Volunteers should be able to commit to a whole day's work, however, we understand that some may only be able to offer a half day and welcome all expressions of interest. This role will ideally suit someone who can commit to volunteer for at least 3 - 6 months, at least once a week.

HOW WE WILL HELP YOU

Successful volunteers will receive in-house training specific to the role. This training will include:

- Organisation orientation.
- Warehouse/sorting orientation.
- Ongoing support and mentoring from the Retail Manager and local team members.
- Opportunities for further qualifications such as first aid training and more

This role is directly supported by the Retail Manager, but you will also be supported by our long-serving and enthusiastic volunteers.

HOW TO APPLY

Before you start, you will need to complete the following application process. All relevant paperwork is in our volunteering pack available from both Albury and Wodonga shops, or via email on request from administration. You can contact administration on 02 60 211 077 or admin.aw@lifeline.org.au

- Fill in forms included in the volunteering pack.
- Return forms to the Albury Store or via post to PO Box 16, Albury NSW 2640, or email to admin.aw@lifeline.org.au
- The Retail Manager will arrange a time for you to come in for a face-to-face interview (please bring current ID).
- Successful applicants will be notified of a date and time to start your induction.

WHAT YOU WILL GET OUT OF IT

We believe Lifeline shops are a great place to work as well as shop. Our Lifeline volunteers benefit in a range of ways including:

- Working for an organisation that makes a real difference to people in need.
- Interacting with like-minded individuals, building friendships and a community while volunteering.
- Learning more about local communities.
- Acquiring new skills.



BY HELPING AT LIFELINE SHOPS YOU WILL BE

RAISING FUNDS TO SUPPORT PEOPLE IN CRISIS AND HELPING

CONTRIBUTE TO OUR VISION OF **OUR COMMUNITIES FREE OF SUICIDE**