

## OP SHOP Back of House Assistant

### Position Description

Raglan Community House (RCH) is a progressive organisation committed to serving the needs of the people of Raglan. Through our work the Raglan community is connected to services and networks that can provide assistance and support, is safe, healthy and resilient, and is a place where people look out for each other.

### Purpose and Impact

Op Shop Back of House Assistants ensure our Opportunity Shop can stay open and therefore raise funds to support the services we offer our community. You will also enable people to access reasonably priced goods that might otherwise be unaffordable

### Key Tasks and Responsibilities

- Place inwards stock in allocated areas
- Sort and wash appropriate clothing and linen
- Fold dry washing and place in plastic bins with clear labelling
- Take stock up to the shop as needed and iron
- Clean items such as crockery, shoes
- Small mending jobs i.e. sewing on a button, can be done in the shop
- Sewing machine mending jobs are put aside for the volunteer responsible for this
- Toys and puzzles are put aside for the volunteer responsible for these
- Unsuitable clothing, electrical and unsaleable items are put into the allocated space for Xtreme Waste or other appropriate disposal.

**Please Note – this role can be performed separately and/or in conjunction with the Op Shop Sales Assistant role.**

### Dressing Mannequin

Our mannequin is changed on a fortnightly rotation – assigned by the Shop Coordinator. If an item is sold the rostered volunteer, or their relieving volunteer, will make changes – male volunteers are exempt from this process.

### Expectations

- It is expected that you will volunteer 2-6 hours per week in this role
- You will represent RCH respectfully and accurately at all times
- You will work with the Op Shop Coordinator, RCH Manager, Board/Committee members and all volunteers in a courteous and respectful manner
- You will be reliable and adhere to the commitment you make to us and be punctual and conscientious in carrying out your duties



- You will communicate with us if you are unable to perform the above tasks for any reason
- All information regarding clients and their families is confidential
- Problems, criticisms and/or suggestions must first be addressed with the Op Shop Coordinator
- Individual viewpoints, religious and political beliefs, must not be directed at clients, volunteers or Raglan House staff.

### **Key Relationships**

You will be responsible to the Op Shop Coordinator and have a working relationship with all staff, volunteers and Board/Committee members.

### **Skills and Experience**

- You must be a good communicator – be warm and approachable with a good standard of conversational English
- Able to give and receive constructive feedback
- Able to physically carry out the requirements of the role which include lifting and carrying

### **Personal Qualities**

- A positive attitude with the ability to work collaboratively and respectfully with others
- Attention to detail – able to follow directions
- Reliable and trustworthy

### **Benefits**

- Gain a lot of satisfaction from recycling donations from our community to those in need
- Enjoy working in a supportive environment
- Know that your contribution has a positive impact on the Raglan community
- Gain experience that can be added to your portfolio and CV

### **Training and Development**

We provide an orientation to our organisation (its policies, people and its programmes) and training to enable you to perform your role well.

You will be given ongoing sound guidance and direction – by someone who is experienced, well informed, thoughtful and considerate.

Ongoing personal development opportunities and training are made available to all volunteers.