Volunteering in the [YOUR ORGANISATION’s] Community

[YOUR ORGANISATION’s community] is a strong and dynamic community, and its Neighbourhood House aims to provide a focal point for community connection, involvement, and support.

The impact people have on their community through volunteering has always mattered, but the last few years have highlighted to us all, just how important volunteering is for our community – as well as for ourselves.

This is a wonderful time for you to get involved. By volunteering, you will be making a difference in the lives of those you support through your work, those you volunteer with, and—what’s just as important—you’ll be making a positive impact in your own life too.

# [YOUR ORGANISATION]

[YOUR ORGANISATION] is an incorporated, not-for-profit association managed by a community Committee of Management (COM). It provides opportunities for lifelong learning, community engagement and supports initiatives for residents of [YOUR ORGANISATION’s community] and surrounding districts.

[YOUR ORGANISATION] receives funding from the Victorian Department of Human Services (DHS) via the Neighbourhood House Co-ordination Program. It also generates income through fees for service program of activities, courses, grants and community fundraising.

[YOUR ORGANISATION] is currently a signatory to the Adult Community Education Centres Collective Agreement 2008 / Social Community, Home Care and Disability

Services Industry Award 2010.

## Mission Statement:

The purposes of the association are to:

(a) Involve the community and encourage participation and inclusion, valuing

diversity and difference at all levels of neighbourhood house operation.

(b) Identify community needs and aspirations.

(c) Determine appropriate community programs, activities and services in response to

those needs, ensuring that diversity and difference are valued.

(d) Partner with community organisations, businesses, government and philanthropic

organisations to secure appropriate funding and support.

(e) Deliver quality programs, activities and services; and

(f) Evaluate the effectiveness of all aspects of neighbourhood house operations

including: programs, practice and governance.

VOLUNTEER ROLE DESCRIPTION

# Position Title: Volunteer Retail Assistant

Multiple positions

Location: [YOUR ORGANISATION’s address].

## Position Objective

The Volunteer Retail Assistant is a voluntary position rostered to assist [YOUR ORGANISATION] maintain the shop at [LOCATION].

## Key Responsibilities:

* Working as part of a team of friendly local volunteers
* Processing sales
* Helping set up and maintain displays
* Helping sort through and donated books and manage the inventory of other items
* Minimum 1 hour a week time commitment

### Special Requirements of this Position:

You don’t have to have retail experience to volunteer in the shop at [LOCATION]. We seek trustworthy people willing to learn the basics of retail. You will need:

* An ability to negotiate steps (the building does not have disabled access).
* An ability to lift and carry items up to 10 kgs.
* An ability to read and write and do basic arithmetic.
* An ability to follow directions in working as part of team in a friendly shopfront environment.
* Ability and willingness to work with the public and provide excellent customer service.
* **Willingness to undergo a National Police Check and openness about any relevant criminal history (you won’t necessarily be excluded if you have a criminal record—but** [YOUR ORGANISATION] **requires openness and honesty so that we can work with you in meeting your training and volunteer needs).**
* Some financial delegation in processing sales. Position reports to the Co-ordinator [YOUR ORGANISATION].

### Key Skills Required:

* Ability to operate a register and manage cash and card transactions (on-job training provided).
* Ability to lift and carry items of up to 10 kgs.
* Ability and willingness to follow directions in performing the role of retail assistant.
* Ability to interact with the public in a friendly and helpful manner.

## Organisational Relationships and Reviews

Reports to: Co-ordinator (as delegated by the Manager, [YOUR ORGANISATION].).