

## Job Description

<b>Job Title:</b>	<b>Cathedral Fashions Coordinator</b>
<b>Ref No:</b>	SUP112
<b>Portfolio:</b>	Community Services
<b>Program:</b>	Community Financial Services
<b>Reports to:</b>	Manager, Community Financial Services
<b>Classification:</b>	Retail Level 4
<b>Date:</b>	December 2017

## Job Purpose

Co-ordinate the activities and maintain the day to day operations of the Cathedral Fashions op shop, selling low cost second hand clothes and other items.

## Key Result Areas

### Retail Centre Coordination

- Undertake responsibility for the operation of the day to day activities of Cathedral Fashions alongside a team of volunteers.
- Make direct sales to the public.
- Maintenance of Cathedral Fashions plant, equipment and resources, including sorting and storage of donated goods, marketing, display, sales and special promotions.
- Ongoing development of creative initiatives to enhance the operation of Cathedral Fashions in conjunction with the Manager, staff and volunteers.

### Administrative Responsibility for the Bargain Centre

- Maintenance and banking of proceeds from sales and financial accountability in conjunction with the Administrative Assistant.
- Responsibility for any monies kept on site.
- Participate in a wide range of shop administrative duties.

### Volunteer Coordination

- Day to day supervision and support of volunteers.
- Induction and ongoing training of volunteers.
- Participate in a team approach to work with volunteers and other staff.

### Customer Service

- Administer the use of Clothing Assistance Vouchers and offer assistance to clients of the Emergency Assistance program in an empathetic and supportive manner.
- Identify opportunities and work towards implementing improvements to customer service.

### Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk.
- Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

**Direct Reports:** Cathedral Fashions Volunteers

**Working Relationships:**

- Manager, Community Financial Service
- Senior Manager Volunteers
- AnglicareSA Opportunity Shop Coordinators
- Sorting Centre

**Organisational Impact:**

Cathedral Fashions sells good quality, low cost second hand clothes and other items from their shop. The program is assisted by a team of dedicated volunteers. Funds raised assists AnglicareSA continue their valuable work within the community.

**Specific Job Requirements**

- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department for Child Protection (DCP), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.
- A current Senior First Aid Certificate must be maintained

**Standard Job Requirements (all staff)**

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **National Police History Check**☒ **DCSI Child-Related Employment Screening**

## AnglicareSA Vision

Justice, respect and fullness of life for all.

## AnglicareSA Mission

AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities.

## AnglicareSA Values

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**  
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**  
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

## ACCEPTANCE/AUTHORISATION

Jobholder Signature: ..... Date .....

Print Jobholder Name: .....

General Manager, Community Services Signature: ..... 

Date: 11/12/17 .....



## Person Specification

### Qualifications

- Child Safe Environments training
- Experience and/or qualifications in Retail (desirable)

### Demonstrable Requirements / Selection Criteria

#### Customer Service

- Capacity to maintain an appropriate balance between the commercial aspects of the shop and its role as part of a service delivery organisation.
- Ability to relate to a wide range of people – including donors and supporters, customers and clients of the centre.
- Expertise and creativity in marketing, sales and customer relations.
- Positive customer service and communication skills including liaising with a wide range of internal and external stakeholders.
- Compassionate and caring attitude towards emergency assistance clients and customers.

#### Financial Accountability

- Ability to ensure financial and administrative accountability for Cathedral Fashions.
- Ability to work unsupervised.

#### Communication

- Ability to translate ideas into actions which involve others in the development of Cathedral Fashions.
- Willingness to undertake further training and skills development and facilitate volunteer training.
- Proven ability to facilitate team work and positive communication skills.

#### WH&S

- WH&S knowledge and skills suitable for the position.

#### Cultural Fit

- Work within a team environment in accordance with AnglicareSA values.

## Competencies

Living the AnglicareSA Values	Demonstrate the values within their work area. Support team members in displaying the values.
Cultural Respect of Aboriginal Peoples	Support team members to effectively respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity <i>(race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)</i>	Support team members to accept, respect and appreciate individual differences.