

POSITION DESCRIPTION

PROCESS WORKER

OVERVIEW

Program:	Op Shops
Reports to:	Hub Coordinator
Supervise:	Volunteers
Date of Last Review:	April 2022
Classification:	Retail Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The mission currently operates thirteen opportunity shops, and an online store. The op shops provide almost a third of Sacred Heart Mission's operating income. Various programs are reliant on the op shops as their major source of funding. This level of income is only possible due to the generous donations received from the community and the customers who shop in our stores. The number of op shops and the level of income is expected to grow over the next 10 years.

PURPOSE OF THE POSITION

The role assists the Hub Coordinator in the day-to-day operation and maintenance of the recycling facility, and will contribute to optimising stock management, revenue optimisation, customer satisfaction and waste reduction through the sorting of goods/stock for either recycling, repair or resale. The role assists in developing and maintaining a committed and supportive team of staff and volunteers. In times of need, or in the absence of the Hub Driver, the role may also be required to assist in managing the collection and despatch of stock.

KEY RESPONSIBILITIES

The Key Responsibilities for this role are to identify stock supplied from other op shops that can be sold into recycling streams and prepare them for sale.

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- Sort stock received from stores into recycling categories in preparation for sale.
- Safe manual handling of goods.
- When required, support driver to collect recycling stock from stores and deliver to Northcote in a timely, efficient manner, in accordance with the day's running sheet or as directed by the Hub Coordinator.
- Undertake duties as required.

Accountability	Major Activities
Stock Control	<ul style="list-style-type: none"> ▪ Sort stock received from stores into recycling categories, e.g. textiles, rags, metal, e-waste, books ▪ Dispose of unwanted goods in a safe and timely manner. ▪ Be aware of resaleable stock, designer and vintage wear, as well as collectibles and valuables, for supply to Store Coordinator ▪ Communicate with the Hub Coordinator to minimise excessive stock and maximise stock requirements ▪ Ensure the proper treatment of excess donations to be processed for recycling.
Vehicle Operations	<ul style="list-style-type: none"> ▪ Support driver, where required, to collect recycling stock from stores and deliver to Northcote in a timely, efficient manner, in accordance with the day's running sheet or as directed by the Hub Coordinator. ▪ When required drive in a safe and courteous manner and adhere to the road rules at all times. ▪ Safe manual handling of goods. ▪ Assist Store Coordinators in the stores as required whenever possible. ▪ Ensure the vehicles' cleanliness, safety and servicing are maintained. ▪ Report service requirements/vehicle faults to the Hub Coordinator in a timely manner. ▪ Adhere to all SHM and op shop specific policies and procedures. ▪ Assist in the training of new drivers as required.
Customer Service	<ul style="list-style-type: none"> ▪ Provide professional and courteous service to donors and customers at all times.

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	<ul style="list-style-type: none"> ▪ Provide respectful and courteous assistance when required. ▪ Be aware of SHM's services and refer enquiries to appropriate people when necessary.
Supervision	<ul style="list-style-type: none"> ▪ Through example, on-site training and availability, assist the Store or Deputy Coordinator in the management and support of volunteers. ▪ Develop a productive and respectful working relationship with volunteer staff. ▪ Respectfully delegate tasks to volunteers and provide support.
Operations	<ul style="list-style-type: none"> ▪ Adhere to reasonable directions from Hub Coordinator. ▪ Support the Store Coordinator or other Business Unit (i.e. op shop and online store) employees where required. ▪ Ensure courteous and timely communication with other staff and volunteers, up to and including the utilisation of communication and log books. ▪ Adhere to all the SHM and op shop policies and procedures; maintain confidentiality and privacy in all matters relating to staff, customers, procedures and security.
OH&S	<ul style="list-style-type: none"> ▪ Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of

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	trauma within their work including active participation in the supervision and performance development process.
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MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Current COVID-19 vaccination certificate
- Valid driver's license to drive in Australia

QUALIFICATIONS

Desirable

- Valid driver's licence to drive in Australia
- Certificate III or above in Retail
- Manual Handling Training
- OH&S Training

KEY SELECTION CRITERIA

- Proven ability to provide efficient and effective customer service.
- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others.
- Ability to follow processes and adhere to procedures.
- Ability to display effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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