

POSITION DESCRIPTION

Driver

Program:	Op Shops
Reports to:	Hub Manager
Supervises:	Jockey and Volunteers
Date of Last Review:	December 2023
Classification:	Op Shop Employee Level 2 Sacred Heart Mission Enterprise Agreement 2023 or subsequent agreements.
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

PROGRAM INFORMATION

The mission currently operates fourteen opportunity shops. 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 Driver role ensures that all donated goods are transported between sites in a considered and efficient manner. The role assists with the day-to-day operation and maintenance of the vehicle fleet and contributes to customer satisfaction by providing great customer service.

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KEY RESPONSIBILITIES

Accountability	Major Activities
Operations	<ul style="list-style-type: none"> ▪ Drive in a safe and courteous manner and adhere to the road rules at all times. ▪ Safe manual handling of goods. ▪ Collect donations from households and businesses. ▪ Deliver sold items to customers. ▪ Do collections and deliveries in a timely, efficient manner, in accordance with the day's running sheet or as directed by the Vehicle Fleet Manager. ▪ Transport all donations and deliveries in a safe and secure manner, using blankets and ties to protect the goods. ▪ On the relevant days, ensure all rubbish and recycling is safely loaded and deposited. ▪ Assist the Store Managers in the stores as required or whenever possible. ▪ Ensure the vehicles' cleanliness, safety and servicing are maintained. ▪ Report service requirements/vehicle faults to the Vehicle Fleet Manager in a timely manner. ▪ Adhere to all SHM and op shop specific policies and procedures. ▪ Assist in the training of new drivers as required.
Stock Control	<ul style="list-style-type: none"> ▪ Politely refuse any donations deemed to be unsaleable. ▪ Whenever possible and as required, remove sold furniture and other large items from stock and replace with unsold items. ▪ Transfer stock to and between stores as required by Store Managers. ▪ Transport excess donations between stores as required.
Customer Service	<ul style="list-style-type: none"> ▪ Provide professional and courteous service to all donors and customers at all times. ▪ Forward any complaints to the Vehicle Fleet Manager in a courteous and timely manner.

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	<ul style="list-style-type: none"> Be aware of SHM's services and refer enquiries to appropriate people when necessary.
Professional Development	<ul style="list-style-type: none"> Attend and participate in regular supervision sessions Undertake all mandatory and core training in a timely manner Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are responsible for taking reasonable care of their own health and safety and others in the workplace and are required to comply with relevant policies, procedures, and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and are responsible for implementing and monitoring CQI initiatives in accordance with the responsibilities of their position.
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 trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current Criminal Records Check
- Valid driver's licence to drive in Australia

QUALIFICATIONS

Desirable

- Manual Handling Training
- A current First Aid Certificate
- Occupational Health & Safety Training

KEY SELECTION CRITERIA

- Experience in a removalist or warehouse store person role.

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- Experience in a customer service or retail environment.
- Excellent communication skills, both verbal and written.
- Sound interpersonal skills, with a demonstrated capacity to work collaboratively with others.
- Ability to demonstrate effective personal judgement while working alone.
- Strong alignment with the values of Sacred Heart Mission.

VISION, MISSION AND VALUES

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

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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