



## POSITION DESCRIPTION

<b>Position Title:</b>	Warehouse Assistant
<b>Location:</b>	Altona North DC / Dandenong DC
<b>Reporting to:</b>	Warehouse Team Leader
<b>Direct Reports:</b>	Nil

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



## OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone’s responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

## PURPOSE OF ROLE

The role of the Warehouse Assistant to perform day to day tasks with efficiencies and productivity ensuring the support of the Warehouse Team. The position encompasses handling of both inwards and outward materials.

This role is physically demanding that requires driving a forklift, lifting and carrying as well as standing and walking.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society</li> <li>• Respect the Catholic values inherent within the Mission of this organisation</li> <li>• Ensure the Society’s values are incorporated into all aspects of the role</li> <li>• Respect the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture.</li> <li>• Actively participate in activities that develop personal and professional skills, knowledge and experience.</li> <li>• Advance organisational objectives and champions important issues with key stakeholders</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings.</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change.</li> <li>• Maintain high level awareness of client/member issues as impacted by political, economic, social and technological change</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Identify and resolve hazards where you identify them</li> <li>• Manage hazards &amp; risks that you cannot resolve by using the Issue Resolution flowchart</li> <li>• Report incidents within 24 hours of them occurring on the incident reporting system</li> </ul>



	<ul style="list-style-type: none"> <li>Manage day to day risks through co-operation with the decisions and actions taken by SVDP to provide a safe workplace</li> </ul>
<b>Technical / Professional</b>	<ul style="list-style-type: none"> <li>Conduct all operations with a focus on achieving Team targets/KPI's set</li> <li>Distribute donations as required via forklift or trolley, or manual handling</li> <li>Load Pallets using Materials supplied</li> <li>Sort Materials as required</li> <li>Operate a forklift where required and licensed</li> <li>Assist in or complete order picking for shops</li> <li>Ensure loaded bags are not exceeding standard weight requirements</li> <li>Ensure that product flow and storage is maximised to optimum levels</li> <li>Practice safe manual handling methods</li> <li>Support Warehouse operations</li> <li>Support Transport Team as required</li> <li>Support supply and distribution as required</li> <li>Support the transport with loading &amp; unloading of trucks</li> </ul>
<b>Relationship – Internal &amp; External)</b>	<ul style="list-style-type: none"> <li>Establish positive working relationships and open communication channels within your work group/s.</li> <li>Communicate both formally and informally with Warehouse Team Leader.</li> </ul>
<b>Continuous Improvement / Quality &amp; Performance Measurement</b>	<ul style="list-style-type: none"> <li>Comply with systems and procedures as required and in consultation with the Transport Team Leader, initiate work flow and process improvement activities relating to Call Centre tasks</li> <li>Encourage innovation and continuous improvement within the team.</li> <li>Support SVDP / Vinnies management plans.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Encourage a harmonious and professional team environment and contribute to the development of a learning culture.</li> <li>Participate in and contribute to regular team meetings, providing input into work practices and communication issues.</li> <li>Espouse a willingness to perform other duties e.g. backup for Transport Team, special projects, etc.</li> </ul>
<b>Challenges</b>	<ul style="list-style-type: none"> <li>Assist the Warehouse Team Leader with the continuous development and improvement of procedures and processes to enhance productivity and efficiencies</li> <li>Any unresolved issues are to be escalated to the Warehouse Manager.</li> <li>Identify trends and methods for improved service delivery to Vinnies on an ongoing basis.</li> <li>Foster and maintain a positive culture within your work group/s and the organisation</li> </ul>

**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Drivers / Jockeys	Internal	<ul style="list-style-type: none"> <li>Stock Movement</li> </ul>



Warehouse Manager	Internal	<ul style="list-style-type: none"> <li>Direction and guidance</li> </ul>
Transport Manager	Internal	<ul style="list-style-type: none"> <li>Direction and guidance</li> </ul>
Volunteers	Internal	<ul style="list-style-type: none"> <li>Support</li> </ul>

### DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

### DRUG & ALCOHOL RESTRICTIONS

- Must not drive under the influence of drugs, including prescribed drugs which may affect their driving
- Must be compliant with a zero alcohol limit where appropriate

### KEY REQUIREMENTS

#### Skills

- Clear written and verbal communication skills
- Innovative & practical in problem solving
- Ability to work independently as directed by the Assistant Team Leader
- Must maintain ability to work within time frames
- Be Honest and reliable
- Willingness to learn
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure

#### Knowledge / Experience / Qualifications

- Demonstrated previous experience in a Warehouse/sorting environment
- Knowledge of Occupational Health & Safety matters relating to workplace environments



**INHERENT PHYSICAL REQUIREMENTS**

Activity			
	Sometimes	Often	Always
Loading / Unloading – up to 120kg cages when fully loaded using the tailgate working in two's. Push / Pull / Manipulate 15kg when empty.			X
Loading / Unloading – up to 105kg bales Roll / pull / push	X		
Loading / Unloading – up to 20kg bags Lift / Carry / Drag			X
Loading / Unloading – Boxes to 20kg Lift / Carry	X		
Loading / Unloading – Furniture – chairs / beds / couches / wardrobes	X		

**Attributes**

- To have an empathy with and understanding of the St Vincent de Paul Society.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.