

Volunteer Role	Retail Support
Program	Retail Enterprises
Required Commitment	Minimum 6-months, one shift a week or fortnight
Role reports to	Retail Enterprise Team
Location	Rosanna

## We are Kids First Australia

Kids First Australia (Kids First) is a child and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 120 years of community service, we actively support our people to make a significant difference to the lives of children and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

## Our Vision

All children and young people thrive in resilient, strong and safe families and communities.

### Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



## Role Purpose

The primary purpose of the Volunteer Retail Support role assists with the daily operations within the Kids First Retail Op shops by providing additional hands-on support to the Retail Enterprise team to maintain efficient store operations and customer service.  
Supports and maintains the values of Kids First.

## Competency Framework

<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Provide and maintain high levels of customer service in line with Kids First standards.</li> <li>• Assist customers to find the perfect pre-loved fashion item, unique gift or other purchase while always expressing thanks for supporting Kids First.</li> <li>• Assisting with maintaining a well presented and tidy store.</li> <li>• Accepting donations and thanking donors for supporting Kids First.</li> <li>• Use available point of sale systems and processing technology.</li> <li>• Cash handling, using an EFTPOS machine and sales register.</li> <li>• Promoting and talking to customers about current Kids First and Retail Op Shop promotions or events.</li> <li>• Represent Kids First's Op Shop team and brand, through your passion for supporting vulnerable children and families.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Friendly, positive and enthusiastic.</li> <li>• The ability to work both independently and as a part of a team.</li> <li>• Good communication skills and ability to follow directions.</li> <li>• Physically fit and able to lift 10kg.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Must have, or willingness to obtain a Current Victorian Working with Children Card.</li> <li>• Willingness to undertake a National (or International) Police Check.</li> <li>• Covid 19 vaccination up to date</li> <li>• An understanding of workplace cultural safety, inclusion and diversity.</li> <li>• Willingness to demonstrate Kids First's values.</li> </ul>

## Inherent Physical and Psychological Demands

Activity	Frequency (Daily/Often/Occasional)
Lifting and bending	Often
Walking and Standing (for periods at a time)	Often

## Training and support

Activity	Onsite or Online
Kids First Orientation	Online
Retail Op Shop Induction	Onsite
Intermittent Policy, Procedure and Upskilling training	Online and Onsite

## Organisational Relationships

Internal Relationships	<ul style="list-style-type: none"><li>• Retail Enterprise Team</li><li>• Other staff and volunteers.</li></ul>
External Relationships	<ul style="list-style-type: none"><li>• Key Stakeholders including community members and fundraising/ philanthropic stakeholders.</li></ul>