

Volunteer Position Description

Position title:	Store Assistant	Times:	Minimum 3 hours per week is requested, with rostered hours to be negotiated
Reports to:	The Staples Bag Coordinator	Location:	Campsie and at various pop-store locations across the Sydney Metro area

About Settlement Services International (SSI)

Settlement Services International is a leading not-for-profit organisation providing a range of services in the areas of humanitarian settlement, accommodation, asylum seeker assistance, foster care and disability support in NSW.

Our vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their potential.

At SSI, we value:

- Social justice - Equity and access for all
- Diversity - Respecting diversity and being non-discriminatory
- Compassion - Caring, empathy and respect for the dignity of others
- Respect - Co-operation and mutual respect

In delivering our services, we value:

- Quality - Dynamic, flexible and responsive service
- Ethics - Professional practices and accountability
- Innovation - Commitment to partnerships and excellence

Purpose:

The Staples Bag is a social enterprise where groceries are sold at discounted prices to improve access to nutritious and affordable food, and help address the growing issue of people living below the poverty line. With its primary store in Campsie, The Staples Bag also operates pop-up stores at retirement villages, social housing estates and in other community centres in partnership with local community organisations throughout the Sydney Metro Area.

Store Assistants will support SSI staff to provide high quality service to Staples Bag customers, with tasks including stocking shelves, packing, product pricing and customer service.

Specific duties and responsibilities:

- Assist customers to pack Staples Bags
- Stock shelves and assist with store & merchandise presentation
- Price products
- Provide high quality service by greeting customers, assisting customers to select items for purchase
- Prepare pop-up stores for trading, including equipment and signage setup
- Pack vans with stock for pop-up stores
- Actively support SSI's vision and values

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- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by the Staples Bag Coordinator, or delegate

Skills, Knowledge & Experience:

Mandatory Documents:	Working with Children Check <input checked="" type="checkbox"/> Police Clearance <input checked="" type="checkbox"/> <i>(These checks will be conducted by SSI)</i>
Essential Requirements:	<ul style="list-style-type: none"> • Strong customer service skills • Confident & outgoing in a customer service setting
Desirable Requirement:	<ul style="list-style-type: none"> • Previous experience working with people from culturally and linguistically diverse (CALD) background • Experience working in a retail environment

Benefits:

Reimbursement – volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses.

Training – volunteers will be provided with access to a flexible, extensive and innovative training program

Being a member of the SSI Community – you will be kept up-to-date with all of SSI's important news, events and opportunities

Authorisation:

Volunteer Name _____

Volunteer Signature _____ Date _____

Volunteer Program Signature _____ Date _____