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| Parish of XXXXXX | Position Description  **COORDINATOR**  **OPPORTUNITY SHOP** |

**Anglican Parish of XXXXXXXXXX** through the XXXXXXXXXXXXX Opportunity Shop seek to love God, participate in joyful, faithful and varied worship and provide love, care, service and outreach to all our neighbours and the wider community.

**MISSION & AIMS:-**

**VALUES:-** *outline expected values such as dignity, respect*.

**GENERAL INFORMATION:-**

Position title:- Opportunity Shop Coordinator

Based at:- address

address

Reports to:-

Parish Council liaison

Hours of work:- XXXX hours per week, worked across opening hours of the Op Shop week.

Part time, for a period of 12 months, with a review after 3 months.

- **This is a voluntary role**

**BACKGROUND:-**

The Anglican Parish of XXXXXX is seeking a suitably qualified person to perform the role of the Coordinator of the opportunity Shop.

The Opportunity Shop provides a source income to the Parish by providing people the opportunity to purchase donated goods at an affordable price in an environment which fosters social interaction.

The Coordinator is responsible for ensuring the store operates efficiently and effectively and for the provision of supervision and support for the Opportunity Shop volunteers at the direction of Parish Council and in with consultation with Opportunity Shop Committee

The Coordinator will work with volunteers and community members in a way that promotes human dignity and creates conditions for social justice and equity.

**KEY DUTIES:-**

To facilitate the ongoing viability and sustainability of the Opportunity Shop, the Coordinator on behalf of the Parish Council, will undertake the following duties to coordinate the day to day activities of the Op Shop:

**PEOPLE MANAGEMENT AND DEVELOPMENT**

Ensure that the Opportunity Shop runs smoothly, creating an environment that fosters care and support for all, encourages skill development of volunteers and ensures the safety and well-being of all workers by:

* Developing weekly rosters in consultation with volunteers and coordinate backfill and emergency volunteers as required
* Recruiting, inducting, training and supporting volunteers
* Complying with relevant legislation and regulations relating to retail operations
* Supervising and supporting volunteers
* Managing the complex needs of the volunteer base who staff the shop
* Supporting and where required implementing, procedures and practices that are consistent with O H & S requirements and approved by Parish Council
* Being responsible for identifying, monitoring and reviewing O H & S and risk management issues in conjunction with the Parish Wardens
* Being a good leader, role modelling the “Joys and Responsibilities of being a Christian in this Parish” providing good customer service, demonstrating inclusiveness and care for others

**FINANCIAL MANAGEMENT**

In consultation with the Parish Treasurer & assist with sound financial management practices by:

* Working with the Parish Treasurer to develop the Op Shop annual budget to be presented to Parish Council. Review financial performance monthly.
* Ensuring daily banking and petty cash reconciliations are completed
* Working to ensure the ongoing viability and sustainability of the Op Shop

**OPPORTUNITY SHOP OPERATIONS**

In conjunction with Parish Council and the Opportunity Shop committee, continue to improve the Opportunity Shop operations by:

* Providing a high level of Management within the opportunity shop through a thorough knowledge of management procedures and practices with particular emphasis on those established in the Opportunity Shop Handbook
* Sort and distribute the donations paying particular attention to quality control of said donations. Provide on the job training for volunteers to undertake these tasks.
* Contribute to a workplace that supports peers, develops teamwork and ensures the provision of quality service
* Undertake regular reviews and evaluations the effectiveness of business practices
* Provide guidance to facilitate marketing and promotion the Op Shop
* Prepare written monthly reports and attend Parish Council Meeting to present same.
* Maintaining current and accurate records and statistical information
* the Op shop committee to ensure ongoing viability and volunteer satisfaction including the investigation of additional business opportunities
* Resolve disputes concerning volunteers and customers. Liaise with Parish Warden and document where relevant
* Manage the leased premises including the organisation of maintenance and ensuring the currency of existing lease agreements
* Participate in quality accreditation processes, where relevant

**COMMUNITY CARE**

Through the operation of the Opportunity Shop, assist the Parish to facilitate programs focussed to achieve it mission in respect to community care by:

* Assist in developing additional programs which may benefit the marginalised in our community relevant to the Op Shop environment, approved by Parish Council
* Continue to liaise and support the supported employees (offered in a voluntary capacity to the Op Shop) from Radius Disability Services, where qualified to do so
* Be responsible for upholding consumer rights, privacy, confidentiality and informed consent
* Respect the diverse needs of all community groups and individuals to ensure that their needs are met in an inclusive and sensitive manner
* Undertake review and evaluation of program and professional practice/conduct, together with the Supervisor
* Other duties as directed

**KEY SELECTION CRITERIA:-**

**Mandatory**

1. Satisfactory National Police check, Victorian Working with Children Check and a current Victorian Drivers Licence
2. Post-secondary qualifications in Business Management or related field. Alternatively demonstrated significant, relevant experience.
3. Demonstrated understanding and experience of people and safety management, finance, administrative and budget management processes
4. Demonstrated ability to work within the vision, mission, policies and principles of the Anglican Church of Australia, in particular within the Diocese of Bendigo
5. Demonstrated ability to work collaboratively with a diverse range of key stakeholders to develop creative solutions
6. Demonstrated understanding and experience of volunteer recruitment, training and support processes

**Desirable:**

1. Demonstrated knowledge and experience of working with a customer service/retail environment
2. Demonstrated ability to use computers efficiently including applications within Microsoft Office
3. Demonstrate an understanding of the skills required to support those volunteers

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**Position Description – Opportunity Shop Coordinator: Anglican Parish of XXXXXXXX**

Applicant’s Acceptance:

I acknowledge that I have read and understood the requirements of the position offered and agree to work within the Safe Church principles and Parish policies outlined in this voluntary position Coordinator of the XXXX Opportunity Shop and the Parish Code of Conduct & Joys & Responsibilities

I understand that this unpaid role is a fixed term appointment for the period of 12 months, and a review will be conducted after 3 months.

**Name                                      Signature                                                    Date**

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**Coordinator Acknowledgement:**

**I confirm that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_has been appointed to the position Opportunity Shop Coordinator for XXX hours per week on a 12 month fixed term, commencing XXXXX <date>, with a reviewto take place in XXXXXXX.**

**Coordinator Name Position Signature Date**

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Diocesan Confirmation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ signed by the Registrar,  
 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date

Cc Registrar, Parish Council, Op Shop Committee,