

# Cancer Council Tasmania

## Volunteer Position Description

---

<b>Position Title:</b>	Volunteer Clothes4Cancer Shop Assistant
<b>Program:</b>	Corporate Services
<b>Location:</b>	Devonport
<b>Status - Hours of Work:</b>	Volunteer – Half/ Full days, Casual as needed.
<b>Reports to:</b>	Clothes4Cancer Retail Manager
<b>Late Review Date:</b>	June 2020

---

### *Key Purpose of the Volunteer Role*

This role is to provide a welcoming presence to all customers to the Clothes4Cancer Opportunity Shop, including assistance with shop sales, sorting of donations, shop displays and various other tasks involved with the running of the shop.

### *Our Organisation*

Cancer Council Tasmania (CCT) is a charity working to minimise the incidence and impact of cancer on all Tasmanians through advocacy, raising awareness of cancer prevention and offering support and information for anyone affected by the disease.

CCT's vision is for a cancer free future. Our mission is to minimise the incidence and impact of cancer on all Tasmanians. The values underpinning our work are: *generosity, integrity, collaboration, courage and innovation.*

---

### *Volunteer Role Responsibilities*

- To be a first point of contact in the shop, providing a high standard of customer service and undertaking retail sales tasks.
- Sorting of shop donations.
- Ironing of priced clothing.
- Assisting with creating shop window and in-store displays.

- Choosing, positioning and rotating of stock in the shop.
  - Ensuring the shop is kept neat and tidy at all times, including assistance with cleaning, dusting and sanitising tasks as required.
  - To supportively deal with public enquiries about CCT and our services.
  - Various other tasks as required by the Retail Manager.
- 

### *Position Requirements*

- Willingness to undertake tasks as requested by the Retail Manager and in their absence the Retail Assistant, including any identified training specific to the role.
  - Willingness to learn and utilise the sales register.
  - Willingness to attend periodic meetings if required.
  - To maintain a clean and safe work environment.
  - To follow work safety guidelines and report any issues or hazards to the Retail Manager.
  - Keep all internal information strictly confidential.
  - Non-smoker.
  - CCT volunteers are required to undertake a Police Check.
- 

### *Selection Criteria*

The selection criteria outline the skills, experience and behaviours that are necessary to successfully carry out the voluntary role.

1. Well developed customer service skills.
2. Prior retail shop experience preferred.
3. Ability to communicate effectively with customers in a friendly manner.
4. Professional presentation in manner and attire; neat and tidy.
5. Accept and endorse the values of CCT; demonstrated ability to uphold the values of CCT through their own behavior and make a positive contribution to team and workplace culture and practice.