



Best Dressed Store Assistant

Program: Social Program

Volunteer Program Contact:

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| Name | Brittany Campbell |
| Position | Coordinator – Volunteer Program |
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Program Supervisors / Contacts:

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| Name | Toni Chandler |
| Position | Best Dressed Coordinator |
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| Name | Trevor Gilbertson |
| Position | Manager – Clothing and Retail Programs |
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Times and Location:

The store is located in the Tuggeranong Hyperdome. Volunteer shifts are flexible to suit your availability during opening hours and are 2-3 hours in duration only.

Opening Hours: Monday - Thursday 10am – 2pm, Friday 10am – 7pm, Saturday 10am – 3pm. Extended trading hours occur during November & December for Christmas trading.

About the Program:

Communities@Work's Social Programs serve the most vulnerable and disadvantaged people in Canberra and the surrounding region, including low income families and individuals, the homeless, women and children fleeing domestic violence and at-risk young people.

Our Vision

A resilient and socially inclusive community that cares for the well-being of all.

Our Mission

To deliver quality community services of social value and practical benefit.

Our Values

Trust, Integrity & Transparency:

We earn the confidence of the community by instilling these qualities throughout every aspect of Communities@Work.

Respect for All:

We respect everyone we deal with, care about everyone in the community and value difference and diversity.

Flexibility & Responsiveness:

We are adaptive and agile in pursuing the vision of Communities@Work, with a proactive approach to change and progress.

Quality & Innovation:

We are committed to excellent service delivery, underpinned by continuous improvement and innovation.

Affordability & Sustainability:

We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.

We provide a continuum of care for clients which addresses their immediate needs and deliver services that empower people to create better futures. Communities@Work's Best Dressed Store stocks excess pre-loved, donated clothing and all funds raised through the store will go to supporting our social programs.

Duties:

- Serving customers
- Using the cash register and Eftpos machine
- Tidying and cleaning
- Restocking clothing
- Being a champion of Communities@Work – talking to customers about Communities@Work's programs and mission in the community

Skills and Experience:

- Strong communication, listening and people skills
- Retail experience or willingness to learn
- Customer service skills
- Able to work effectively autonomously and in a team
- Cash handling experience
- Strong understanding of boundaries and confidentiality

Qualities:

- Positive, can do attitude
- Ability to prioritise and work diligently
- Comfortable interacting with vulnerable people
- Warm, friendly, outgoing and people focused
- Empathetic, compassionate and non-judgemental
- Organised with good attention to detail
- A willingness to work under supervision and direction
- Able to interact with Communities@Work's team members and stakeholders in a friendly, helpful and respectful manner
- Willing to accept Communities@Work's core vision, mission and values, and represent the organisation within the framework

Additional Requirements:

- Working with Vulnerable People Registration
- Attendance at a two hour Communities@Work Volunteer Induction
- Attendance at other training sessions as required including Program Area/Role specific orientation and training

Communities@Work has a vision for a resilient and socially inclusive community that cares for the well-being of all.



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