



Position Title: Volunteer (Community) - Murray River Tea Rooms
Reports To: Team Leader – Social Enterprises
Last Reviewed: May 2023

Introduction

Community Living & Respite Services (CLRS) is a community not-for-profit organisation based in Echuca.

CLRS delivers quality services and support empowering people with disability, their families and the aged to live the life they choose.

Our Vision

To empower individuals and families to live the life they choose in a community enriched by the inclusion of all.

Our Values

Respect We value and celebrate individuality
Flexibility We provide innovative and responsive services to meet individual needs
Accountability We are professional, ethical, honest and responsible
Collaboration We partner, connect and coordinate in support of our services, organisation and community

Purpose

As a Volunteer you will be required to work alongside supported client volunteers, community volunteers and CLRS staff as part of a team. The purpose of the role is to provide an opportunity for meaningful work, for social inclusion and to help preserve the environment by minimising waste to landfill.

Duties

- Maintain the retail shop and café to a high standard of cleanliness including dusting, vacuuming, mopping and dishes.
- Under guidance from CLRS staff, select and organise products for the shop from recycled donations. This may include supporting staff and clients to complete pricing, sorting, stock rotation, facing and presentation of the store.
- Undertake food preparation, waiting and clearing tables, cash and EFT transactions and pick up of food donations and supplies under the general supervision of the Team Leader.
- Support other volunteers to develop skills:
 - Model positive interactions with others at all times.



- Engage volunteers in conversation, and support them to engage in conversations with customers as appropriate.
- Support volunteers to learn and practice new skills they have identified as an area of interest.
- Other duties as negotiated with the Program Leader.

Desirable Qualities

- Personal commitment
- Effective customer service and communication skills
- Good work ethic
- Organisational skills
- Ability to be flexible and respond to change
- Willingness to learn

Key Selection Criteria

- Ability to complete tasks within specified timeframes and in accordance with health and safety guidelines
- Understanding of and respect for culture diversity and religious beliefs

Desirable but not essential

- Experience in retail and/or hospitality
- Numeracy skills

Requirements

- Attend Induction Program and training as required
- Adhere to the organisation's policies and procedures
- Adhere to Workplace Health & Safety requirements including reporting COVID symptoms and disclosing positive COVID results
- Adhere to CLRS dress code, including wearing any uniform provided
- Maintain confidentiality

Other requirements

- NDIS Worker Screening Check
- Working with Children Check (Volunteer)
- Minimum of two satisfactory Referee Checks
- 3 doses of the COVID-19 Vaccination or medical exemption

Confidentiality

Volunteers are expected to observe confidentiality, at all times and under all circumstances, regarding Community Living & Respite Services business affairs, client affairs and staff details. Confidentiality is inclusive of post volunteering arrangements.



Position Description

Community Living & Respite Services is an equal opportunity employer and values diversity.

Community Living & Respite Services is a non-smoking environment.

ACKNOWLEDGMENT FOR RECEIPT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read / or had read to me, and understand its contents.

Volunteer Name (please print) _____

Volunteer Signature _____

Date _____