



# Op Shop Worker

Casual role

## Job Information Pack

This information package contains the following information:

- Employment conditions
- Position Description
- Application and recruitment process
- Selection criteria

## Employment Conditions

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Employment basis: Casual position

Rostering: Based on operational requirements, rostered hours will vary to accommodate sufficient staff coverage within a small team, across multiple sites.

Remuneration: Non-Award, \$29.69 per hour (inclusive of casual loadings)

Commencement: February 2019

Location: Kings Cross and North Bondi

PATRON:  
His Excellency General The Honourable  
David Hurley AS DSC (Ret'd)  
Governor of NSW

Pastor/CEO:  
Jon Owen

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## The Wayside Chapel

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The Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Kings Cross since 1964. Today, under the banner of love over hate, The Wayside Chapel creates a community where there is no 'us and them' by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome just to 'be'.

The Wayside Chapel draws people out of social isolation and invites them into the healing place of community. People marginalised by homelessness, mental health issues and substance abuse can turn to Wayside for compassion, tolerance and support.

Our community services centre, youth space and outreach service, mental health program, community cafe and Aboriginal project are all designed to ensure the most disadvantaged members of our community have access to essential health, welfare, social and recreational services.

**Vision:** Love over hate.

**Mission:** Creating community with no 'us and them'.

### Values (Visitor relations):

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

### Values (Volunteer and Staff relations):

*Stand Back:* Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

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*Speak Well* - Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

*Embrace Errors* - Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

*Be Kind* - We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

### **About the Wayside Op Shops**

The Wayside Chapel operates two Op Shops at North Bondi and the flagship store at Kings Cross.

The Op Shops primarily operate as a commercial enterprise of The Wayside Chapel generating funds that can be utilised within the broader mission of the Chapel. The secondary objectives are to provide a place where the community can be part of Wayside, where everyone enjoys the dignity of choice across a range of high quality low cost clothing and other home wares.

### **Wayside Op Shops Operating Hours:**

Kings Cross:	Monday to Friday	9am to 4pm
	Saturdays	10am to 2pm
North Bondi	Tuesday to Friday	9am to 4pm
	Saturdays	9am – 3pm

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## Position Description – Op Shop Worker

<b>Role Title</b>	Op Shop Worker
<b>Team</b>	Op Shop
<b>Remuneration (if applicable)</b>	N/A
<b>Award and Grade (if applicable)</b>	Non-Award
<b>Reports to (Name)</b>	Anna Young
<b>Reports to (Position)</b>	Events and Op Shop Manager
<b>Direct Reports (Position)</b>	Volunteers

### Position Summary

The Op Shop Worker supports the Op Shop Manager in the day-to-day operations of the Wayside Chapel's two opportunity stores, located at North Bondi and Kings Cross.

### Key Accountabilities and Responsibilities

#### **General**

- Maintain an ambient and welcoming environment in the Op Shop;
- Sort donated items according to grades of saleability and value in line with the Op Shop's branding and value proposition;
- Sort items suitable for emergency clothing to supply the Community Services Centre.
- Price items and discount stock as directed;
- Dress stock on the shop floor and windows in line with the Op Shop's aesthetic style and branding, and with a view to maximising sales;
- Ensure the Op Shop floor and sorting areas are clean and kept in tidy order at all times;
- Undertake daily cash handling, account reconciliation and record keeping as directed; and
- Assess risks and undertake conflict resolution including de-escalating violent incidents according to The Wayside Chapel's policy and procedure, as required.

#### **People**

- Engage volunteers to understand the brand proposition of the Op Shop, as directed;
- Maintain work-life balance by practice appropriate self-care on an individual, team and organization-wide basis; and
- Promote the objectives of Wayside's Supported Employment Program by walking alongside Wayside supported staff with sensitivity to the barriers they face to open employment and celebrating contribution to community.

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## **Planning**

- Actively participate in team meetings;
- Attend all organizational and external meetings as required;
- Actively participate in service and organizational planning;
- Participate in the review and further development of policy and procedures; and
- Actively participate in formal evaluations of Op Shop performance and service delivery and all activities focused on continuous improvement.

## **Workplace Health & Safety**

- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers; and
- Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

## **Other**

- Undertake duties across all programs of the Wayside Chapel as required;
- Assist with additional retail activities including outdoor street markets, and required and as directed; and
- Undertake training as required and directed.

## **Key Internal/External contacts and purpose**

### **Internal**

- Customers
- Donors
- Visitors
- Volunteers

## **Key Performance Indicators**

- Active participation as member of a high-functioning team;
- Stock priced and displayed to maximise both profit and community engagement;
- Conflicts resolved successfully and customer complaints minimised.

## **Note**

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Op Shop Worker can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

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The Op Shop Worker should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

## Selection Criteria

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Applications must address each essential selection criteria individually. Applications which do not individually address each selection criteria will not be considered.

### Essential

- Strong team player and a commitment to collaborative working practices;
- Strong skills managing and engaging volunteers in a retail setting;
- Demonstrated high level of communication and interpersonal skills including the ability to successfully liaise, negotiate and maintain effective relationships internally and externally;
- Knowledge of the retail industry, including:
  - local and international designer labels and their value
  - vintage clothing and its value
  - current seasonal fashion trends
- Demonstrated ability to manage conflict and apply Wayside's incident management procedures; and
- Solid understanding of and commitment to the principles of workplace diversity, participative work practices and Workplace, Health and Safety.

### Desirable

- Competency across MS Office and popular social media platforms, such as Instagram & Facebook; and
- Driver's licence.

## Application and Recruitment Process

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- Application close: **Monday 21 January 2019**
- Applicants should provide a copy of their resume, a covering letter including a written response separately addressing all the essential and desirable selection criteria.
- Applications should be submitted via The Wayside Chapel's applicant portal link in the job advert.
- **Applications which do not address each and every selection criterion will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants should provide two (2) work related referees with their application, including their current line manager.

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- A selection panel of three (3) people will be convened. All applications will be assessed by this panel against the essential and desirable criteria based on their resume and cover letter. Applicants who are successful at this stage will be offered an interview with the selection panel. **First-round interview will be arranged from Tuesday 29 January 2019.**
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- A short-list of successful applicants will be created. Referees will be checked at this time to substantiate information provided by successful applicants.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.
- Unsuccessful interviewees will be contacted personally and informed of the outcome of their application.

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