



JOB DESCRIPTION HOSPICE SHOP MANAGER – FEILDING

Date:	June 2019
Position:	Hospice Shop Manager – Feilding Permanent Part Time – Job Share
Salary Range:	\$43,680 - \$50000
Responsible to:	Retail Manager Director, Foundation
Key Relationships:	Shop volunteers Fundraising Team members Volunteer Co-ordinator Human Resources Officer Customers Other Staff

Purpose of position:

To manage the day to day running of the Arohanui Hospice Shop in an efficient and effective manner to achieve agreed annual financial budgets, and to lead and support the team of volunteers who staff the shop.

Work undertaken in accordance with the Arohanui Hospice Excellence Framework – attached

Key Responsibilities:

- To manage the shop in an effective manner to achieve weekly/monthly financial budgets.
- To co-ordinate the receipt, storage and sorting of donated goods.
- To ensure adequate quantities of appropriately-priced stock is available for sale at all times.
- To receive and display items of furniture, and co-ordinate the pick-up of such items.
- To ensure that proper financial records are kept and that Hospice financial policies are followed.
- To ensure the Hospice Shop is opened on time and is secured at the end of each business day.
- To ensure that sufficient trained volunteers are recruited and available to meet daily operating requirements.
- To supervise and manage shop volunteers, including management of the daily roster, ensuring that shop guidelines are fully understood and followed.
- To train volunteers on correct procedures for using the till and operating EFTPOS.
- To train and induct new volunteers and ensure they are given a suitable place on the roster.

To foster a positive environment with active leadership and support for volunteers so they feel valued members of the organization, managing any conflict that may occur.

To ensure new volunteers fill out the Volunteer Application Form, and forward completed forms to the Volunteer Co-ordinator promptly.

To liaise with the Volunteer Co-ordinator on volunteer employment, induction and training.

To maintain a safe and healthy working environment for volunteers consistent with Arohanui Hospice health and safety policies, ensuring any incidents or accidents involving volunteers or staff are recorded on incident forms and passed to the Health and Safety officer.

To ensure shop is kept clean and tidy at all times, including the bathroom facilities.

To ensure items of value are put aside for further assessment and then determine best way to achieve maximum return.

Ensure daily takings are counted each day, and banked.

To prepare monthly reports on the shop's operation, including any relevant volunteer-related issues, for the Retail Manager.

To promote the shop through appropriate advertising/marketing initiatives, in consultation with the Retail Manager and the Marketing and Communications Coordinator.

Ensure shop procedures are kept up to date and amended as required

Ensure incident reports are completed within 48 hours.

Ensure all hazards are identified and reported within 48 hours.

Abides by the Arohanui Hospice Health & Safety policy.

Take responsibility for the health and safety of yourself and others, in partnership with the organization.

Demonstrate acceptance and understanding of the Treaty of Waitangi and its principles by integrating principles of the Treaty of Waitangi into practice, and being aware of appropriate cultural protocols and practices of users of AH service. Develop partnerships with AH teams and stakeholders as appropriate.

Demonstrate acceptance and understanding of the Treaty of Waitangi and its principles

- Integrate the principles of the Treaty of Waitangi into practice wherever practical
- Is aware of appropriate cultural protocols and practices of Arohanui Hospice services.
- Develops partnerships with AH teams and stakeholders as appropriate.

Health & Safety

- Take responsibility for the health and safety of yourself and others, in partnership with the organisation
- Ensure all hazards are identified and reported

Person Specification

Qualifications and Experience:

- Able to demonstrate strong and successful retail and staff management experience (at least five years)
- Able to demonstrate experience in the use of office technology; word, excel and outlook
- Experience in cash handling essential
- Prior experience of working with volunteers preferred

Skills and Abilities:

- Good level of commercial acumen
- Friendly and approachable manner
- Able to communicate at all levels and to be fully understood
- High degree of initiative
- The ability to organise, manage deadlines and to establish workable systems and processes
- Able to find solutions and is comfortable with responsibility

Flexibility

It is essential that the appointees to these positions are able to work flexibly and co-operatively by:

- Being available to stand in for each other in the event of absence; leave, sickness etc.
- Being available to work school holidays and other holiday periods such as Christmas and New Year if required to
- Being available to work on special Hospice Shop events (Heritage Sale etc) if required

Signatures

Supervisors Name

Signature

Date:

Position Holders Name

Signature

Date:



AROHANUI HOSPICE – EXCELLENCE FRAMEWORK

Guiding Principles	'Principles in Action' requirements and indicators
<p>Patients, families and whānau are at the centre of everything we do</p>	<ul style="list-style-type: none"> • Place support, care and education for patients and families as first priority • Ensure care, decision-making and care planning is based on a respect for the uniqueness and diverse needs of the patient, their caregiver/s and family • Facilitate active partnerships between patients, families, whānau, carers, staff and volunteers
<p>We are committed to honest, transparent and visible processes that reflect our core values</p>	<ul style="list-style-type: none"> • Incorporate opportunities for open discussion within processes • Enable easy access to knowledge and resources
<p>Staff and volunteers - our most valuable assets - buy-in, engage with, and grow through the journey to excellence</p>	<ul style="list-style-type: none"> • Participate in two-way communication that grows understanding and fosters discussion around Framework principles, processes and initiatives • Ensure staff know where they fit and how they can influence the journey to excellence • Recognise excellence in organisational practices, care delivery, education, research and support services • Develop professionalism and expertise through: <ul style="list-style-type: none"> ○ a variety of modern approaches to provide staff/volunteer enrichment ○ forums to share ideas ○ workforce development that supports a range of health care settings ○ evaluation that informs professional development
<p>Ongoing evaluation within service delivery supports continuous learning and improvement</p>	<ul style="list-style-type: none"> • Align systems with evaluation processes • Measure what matters - use evaluation to identify and implement improvements that add value to service delivery • Be ready and willing to respond and adapt to changing needs and / or new opportunities identified through evaluation • View evaluation as an essential enabler to excellence within all aspects of service delivery
<p>Arohanui Hospice is recognised as an organisation that embraces diversity, equity and inclusivity</p>	<ul style="list-style-type: none"> • Ensure care delivery and organisational practices can adapt to meet diverse needs – cultural / ethnic, gender, sexual orientation, religion / beliefs • Be transparently inclusive • Act as a leader in cultural integration • Be responsive to the needs of cultural and minority groups • Treat all with courtesy, equity and fairness
<p>Governance and leadership establishes and motivates support for an excellence-focused culture</p>	<ul style="list-style-type: none"> • Leadership drives the delivery of strategy, actively seeking staff contribution to service delivery improvement and innovation • All staff are able to demonstrate leadership and a high level of specialist knowledge in palliative care • Resources are prioritised (people, funding, process and technology improvements) towards excellence-focused initiatives • Continually reference Arohanui Hospice's mission, vision and values within the drive for excellence
<p>We build and sustain organisational capability and resilience</p>	<ul style="list-style-type: none"> • Attract, retain, support and develop the highest quality work force • Look first to harness the best use of current resources • Be realistic about what is achievable • Focus on building capabilities that in turn build resources: <ul style="list-style-type: none"> ○ Use deliberate processes to develop skills and knowledge ○ Develop partnership and support networks ○ Establish sources for expert advice ○ Publicise achievement and evidence-based stories of excellence within palliative care to establish organisational credibility