



**JOB DESCRIPTION:
RETAIL ASSISTANT
OTAKI HOSPICE SHOP**

Date:	February 2019
Position:	Retail Assistant – Otaki
Contract:	Permanent Part-Time
Salary Range:	\$37,000 - \$41,600 (for full time hours)
Responsible to:	Retail Manager Director, Foundation
Key Relationships:	Senior Shop Manager – Otaki Hospice Shop Shop Volunteers Foundation Team Members Volunteer Co-ordinator Human Resources /Payroll Office Customers Other Staff, including other Shop Managers

Purpose of position:

To manage the day to day running of the Otaki 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.

Key Responsibilities:

- To manage the shop in conjunction with the Senior Shop Manager in an effective manner to achieve agreed weekly/monthly financial budgets.
- To co-ordinate the receipt, storage and sorting of donated goods.
- Coordinate the pickup of furniture with Lombard Street Shop, where required.
- 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 assist the training and induction of volunteers in all areas of their roles as directed by the Senior Shop Manager, Retail Manger, and Volunteer Coordinator.

- To foster a positive environment with active leadership and support for volunteers so they feel valued as members of the organisation, managing any conflict that may occur.
- To assist new volunteers with completing the Volunteer Application form and forward completed forms to the Volunteer Coordinator promptly.
- To ensure the shop is kept clean and tidy at all times, including the bathroom facilities.
- To ensure all stock is sorted and displayed for sale as soon as possible.
- To ensure items of value are sent to auction.
- Ensure daily takings are counted, recorded, and reconciled before leaving at the end of each day.
- To promote the shop through appropriate advertising/marketing initiatives, in consultation with the Communications and Marketing Coordinator.
- To maintain a safe and healthy working environment for volunteers, other staff, and customers, consistent with Arohanui Hospice's health and safety policies, ensuring any incidents or accidents involving volunteers, staff or customers/visitors are recorded on the appropriate form and submitted to the Health and Safety officer within required timelines.
- 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 experience.
- Able to demonstrate experience in the use of office technology, including Microsoft Word, Excel and Outlook.
- Experience in cash handling essential.
- Prior experience of managing staff and/or working with volunteers preferred.

Skills and Abilities:

- Knowledge 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 appointee to this position is able to work flexibly and co-operatively by:

- Being available to provide cover for the Senior Shop Manager in the event of planned and unplanned 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 events, if required.

Guiding Principles	'Principles in Action' requirements and indicators
Patients, families and whānau are at the centre of everything we do	<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
We are committed to honest, transparent and visible processes that reflect our core values	<ul style="list-style-type: none"> • Incorporate opportunities for open discussion within processes • Enable easy access to knowledge and resources
Staff and volunteers - our most valuable assets - buy-in, engage with, and grow through the journey to excellence	<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
Ongoing evaluation within service delivery supports continuous learning and improvement	<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
Arohanui Hospice is recognised as an organisation that embraces diversity, equity and inclusivity	<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
Governance and leadership establishes and motivates support for an excellence-focused culture	<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
We build and sustain organisational capability and resilience	<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