



POSITION DESCRIPTION

Position Title:	Material Aid Assistant
Location:	Box Hill
Reporting to:	Loss Prevention Manager
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

Material Aid Assistant: March 2019



PURPOSE OF ROLE

As the Material Aid Coordinator you are responsible for the management and supply of the furniture for material aid needs supplied by the Altona Warehouse in Metropolitan of Melbourne. As a part of this role you are responsible for the fulfilling of orders for stores on furniture supply from Altona Warehouse and Vinnies Ebay sales

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures
Operations	<ul style="list-style-type: none"> • Receive process and prepare material aid requests from Conferences • Communicate any unsuccessful requests to Conference within 48 hours • Receive and maintain stocks of furniture, for material aid requests and store furniture supply • Assist in the distribution of furniture to recipients of assistance as per procedure • Prepare and label orders for delivery • Provide regular feedback to the Loss Prevention Manager • Sell select items on Vinnies Ebay account and manager the payment and pickup thereof
Finance	<ul style="list-style-type: none"> • Cooperate with the Altona Warehouse Team Leader in implementing a stock control system for the Society's donated goods and purchased goods and support the program after implementation • Review all invoices and ensure that they are accurate • Forward invoices to line manager for authorisation within 5 working days of receipt • Process all payments for Vinnies Ebay sales through Altona Warehouse • Provide a monthly reconciliation for all goods sold on Vinnies ebay to Retail Operations Manager



Communications	<ul style="list-style-type: none"> • Immediately advise the Loss Prevention Manager where an instance of, or a concern that there may be, misappropriation of monies or goods occurring or possible occurring • Ensure monthly week to date reports are completed and communicated to all stakeholders • Process and provide feedback to Conference on status of case work orders • Provide all relevant information to transport to facilitate delivery request deliveries • Information relating to persons applying for or receiving assistance shall be considered confidential and shall not be disclosed to persons or agencies other than those entitled to such information in accordance with our privacy policy
Asset Management	<ul style="list-style-type: none"> • Monitor and regularly report to the Loss Prevention Manager on matters of security and recommend strategies to protect the Society assets • Provide support to the Altona Warehouse Team Leader regarding property maintenance • Maintain adequate mattress stock for material aid requirements • Ensure material assistance is of suitable quality • Manage and monitor vinnies ebay select stock and ensure that it reserved for sale
Accountability and Extent of Authority	<ul style="list-style-type: none"> • Authority is to be exercised under the direction of the Loss Prevention Manager and within the boundaries of policies (Society, Centres, HR, Finance)

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Loss Prevention Manager	Internal	<ul style="list-style-type: none"> • Line Manager
Altona Warehouse Team Leader	Internal	<ul style="list-style-type: none"> • Information
Material Aid Administrator	Internal	<ul style="list-style-type: none"> • Support, advice and information
Drivers/Jockeys	Internal	<ul style="list-style-type: none"> • Support, information



DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

Material Aid delivery requests to be delivered within 36 hours of receipt of order. If request is partially or fully unsuccessful then the visiting conference member is to be advised within 48 hours of receipt.
Achieve 100% compliance with mattress file rate, 90% compliance with other aid items.
Other KPI's will be developed by the Loss Prevention Manager in consultation with the incumbent and will be regularly reviewed.

KEY REQUIREMENTS

Experience- essential

- Retail sales, merchandising and stock rotation
- Excellent customer service

Attributes

- Ability to work independently as directed by the Loss Prevention Manager and Altona Warehouse Team Leader
- Excellent communication skills
- Good time management skills and the ability to work within timeframes
- Honest and reliable
- Willingness to learn

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.