

Position Description



Title	Assistant Logistics Driver
Business Unit	Community Services – Op Shop
Location	211 Chapel St, Prahran VIC 3181
Employment type	Casual
Reports to	Retail Manager + Logistics Lead Driver

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The purpose of the role is to support Community Services by ensuring goods and services are dispatched and received in a timely manner to meet our customer's expectations.

3. Scope

Budget:
NIL

People:
NIL

4. Relationships

Internal:

- Retail staff and volunteers
- Other Uniting staff

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External

- Participants
- Customers
- Suppliers and donors
- General Public

5. Key responsibility areas

Operations

- Manual handling of goods for sale, and the display of goods (households and businesses)
- Wrap or packing of goods for dispatch and the dispatch of goods.
- Deliver goods in a safe and secure manner, and in accordance with the running schedule
- Provide information, advice and assistance to customers.
- On the relevant days, ensure all refuse and recycling is safely loaded and deposited.
- Ensure the vehicles' cleanliness, safety and servicing are maintained.
- Adhere to all Uniting policies and procedures.
- Politely refuse any donations deemed to be unsaleable as per policy.
- Provide professional and courteous service to all donors and customers at all times
- Be aware of uniting services and refer enquiries to appropriate people when necessary.
- Confirm by telephone pick up with customers in accordance with the scheduled time.
- Pick and deliver food from Food bank for our Hospitality and Emergency Relief departments.
- Communicate with and work co-operatively with other managers, staff and volunteers ensuring sensitivity with all stakeholders
- Ensure the needs and rights of participants continue to be the major focus of the programs and will deal with all grievances and input in line with Uniting policies.
- The Logistics Assistant Driver will liaise, meet with, and share responsibility with other Uniting staff where appropriate and as directed, in line with the work of the whole organization.
- Remain professional in interactions and communications with volunteers, customers and the general public and shall uphold and represent the values of Uniting at all times.

Professional Development

- Attend regular supervision with the nominated support person.
- Undertake training and professional development relevant to the primary work of the program and to the work of Uniting.
- Be actively involved in organisational activities and projects.
- Promote ethical and non-discriminatory behaviours and practices which incorporate respect, dignity, confidentiality, and a duty of care.

Other duties

- Other duties and responsibilities as directed by your Manager

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Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions and mandatory training specific to the role

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- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Performance indicators

- Complete scheduled pickups and deliveries on time
- Achieves results, goal orientated, customer service, stakeholder management, teamwork, professionalism

7. Person specification

Requirements of the role

- Ability to work well in a team environment
- High quality people skills
- Ability to work with a combination of volunteers and paid work force staff
- Ability to relate to the mission and values of Uniting
- Willingness to undertake all training opportunities provided by Uniting
- Manual handling training

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Core selection criteria

- Ability to demonstrate and authentically promote Uniting’s values
- Must hold a current Australian Driver’s license

8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		