

POSITION DESCRIPTION

DRIVER

OVERVIEW

Program:	Op Shops
Reports to:	Vehicle Fleet Coordinator
Supervise:	Jockey and Volunteers
Date of Last Review:	June 2017
Classification:	Retail Employee Level 4, Sacred Heart Mission Enterprise Agreement 2013, or subsequent agreements.

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 4
Document Status:	Current	Pathway:	T:\10.0 Forms		
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MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The mission currently operates ten opportunity shops. The op shops provide over a third of Sacred Heart Mission's operating income. Various programs are reliant on the op shops as their major source of funding. This level of income is only possible due to the generous donations received from the community and the customers who shop in our stores. The number of op shops and the level of income is expected to grow over the next 10 years.

PURPOSE OF THE POSITION

The Driver role ensures that all donated goods are transported between sites in a considered and efficient manner. The role assists with the day-to-day operation and maintenance of the vehicle fleet and contributes to customer satisfaction by providing good customer service.

KEY RESPONSIBILITIES

Accountability	Major Activities
Operations	<ul style="list-style-type: none">▪ Safe manual handling of goods.▪ Collect donations from households and businesses.▪ Deliver sold items to customers.▪ Transport all donations and deliveries in a safe and secure

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 4
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
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	<p>manner, and in accordance with the running schedule.</p> <ul style="list-style-type: none"> ▪ On the relevant days, ensure all rubbish and recycling is safely loaded and deposited. ▪ Assist the coordinators in the stores as required or whenever possible. ▪ Ensure the vehicles' cleanliness, safety and servicing are maintained. ▪ Adhere to all SHM and op shop specific policies and procedures. ▪ Assist in the training of new drivers as required.
Stock Control	<ul style="list-style-type: none"> ▪ Politely refuse any donations deemed to be unsaleable. ▪ Whenever possible and as required, remove sold furniture and other large items from stock and replace with unsold items. ▪ Transfer stock to and between stores as required by store coordinators. ▪ Transport excess donations between stores as required.
Customer Service	<ul style="list-style-type: none"> ▪ Provide professional and courteous service to all donors and customers at all times. ▪ Forward any complaints to the Vehicle Fleet Coordinator in a courteous and timely manner. ▪ Be aware of SHM's services and refer enquiries to appropriate people when necessary .
OH&S	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.</p>
RISK	<p>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</p>
CQI (Continuous Quality Improvement)	<p>All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with</p>

Document Number:	HRE-FOR-005	Version:	1	Page No.	3 of 4
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

	innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver’s license to drive in Australia

QUALIFICATIONS

Essential

- Manual Handling Training

Desirable

- A current First Aid Certificate
- Occupational Health & Safety Training

KEY SELECTION CRITERIA

- Experience in a removalist role.
- Experience in a customer service or retail environment.
- Excellent communication skills, both verbal and written.
- Sound interpersonal skills, with a demonstrated capacity to work collaboratively with others.
- Ability to demonstrate effective personal judgement with working alone.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Document Number:	HRE-FOR-005	Version:	1	Page No.	4 of 4
Document Status:	Current	Pathway:	T:\10.0 Forms		
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