

JOB DESCRIPTION



Volunteer Truck Hand - Retail

Reporting to:	Logistics Coordinator
Hours:	Negotiable Monday - Saturday 8:30am - 4:00pm
Location:	Working out of the Mary Potter Hospice Retail Distribution Centre, 1b Prosser Street, Porirua, covering the Wellington Region from Kapiti south
Date Prepared:	September 2017

POSITION PURPOSE

The retail shops are a major fundraising project for Mary Potter Hospice.

The primary function of the Retail Truck Hand is to assist with the operation of the Hospice retail vehicles, for the purpose of the collection and delivery of Mary Potter Hospice Shops' small goods, furniture and supplies, and the collection and disposal of rubbish and recycling.

The Retail Truck Hand will undertake other tasks and duties as may be requested from time to time by the Retail Operations Manager, the Director of Support Services and delegates.

RESPONSIBILITIES

General

- To contribute towards the trucks running as timely and cost effectively as possible
- To load the trucks in a manner that safely minimises the amount of truck runs required
- To protect and handle with care all the items carried on our vehicles
- Contribute towards the clean presentation of the vehicles
- Reporting and communicating with the Logistics Coordinator, Truck Drivers and other staff as required
- The day-to-day collection and delivery of donated goods between our stores, customers, patients and our warehouse
- To perform recycling and rubbish runs when required
- Delivery of Patient equipment when required
- Participate in team meetings when required

Health and Safety

- Adhere to Mary Potter Hospice's health and safety policies and guidelines, including infection control procedures
- Maintain own health and wellbeing
- Be mindful of hazards, and report any new hazards to your supervisor
- Identify and report risks
- Know your emergency exits
- Contribute to ensuring that a safe working environment is maintained at all times
- Participate in mandatory health and safety training as required

FUNCTIONAL RELATIONSHIPS

Internal

- Truck Drivers
- Retail Operations Manager
- Retail Sales Manager
- Logistics Coordinator
- Distribution Centre Manager
- Online Trading Manager
- Store Managers and Duty Managers
- Other retail staff and volunteers

External

- General Public

PERSON SPECIFICATION

The following requirements are sought for this position:

- Clean, full and current driver’s licence (HT not required)
- Ability to undertake heavy lifting (up to 2-person 60kg lifts)
- Works well within a team and able to use initiative
- Excellent interpersonal and communication skills
- Excellent customer service skills
- High level of integrity

In order to meet the changing needs of Mary Potter Hospice, this job description may change from time to time.

Name: _____

Signed: _____ Date: _____

Supervisor: _____

Signed: _____ Date: _____

About Mary Potter Hospice

For over 35 years, Mary Potter Hospice has provided the highest quality specialist palliative care to people whose illnesses are incurable. We support patients and their families to deal with the host of significant and challenging changes.

At Mary Potter Hospice our vision is that people in our communities who need palliative care have access to compassionate and quality care, when and where they need it. To achieve this, we work alongside our many health partners to promote and provide education on quality palliative care and care planning services. We provide high quality specialist palliative care in our In-Patient Unit, in other care facilities and the community. The Hospice assists patients and their families with the quality of their life, their dying and their bereavement.

Our values are based on respect, compassion, dignity, hospitality, and stewardship.

In 2016/17 it will cost approximately \$12 million to run the Hospice. Government contract income currently funds 50% of this with the balance to be raised from the community. Donated goods sold through our retail shops is expected to reach \$2 million (gross).

Mary Potter Hospice is proud to be regarded as one of Wellington's most loved and trusted charities.

As at January 2017