

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Delivery Driver	Department	Retail
Location	Sydney, NSW	Direct/Indirect Reports	1-2 Volunteers
Reports to	NSW Area Manager	Date Revised	June 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 2	Job Evaluation No:	HRC0038487

■ Position Summary

The Driver is responsible for the efficient and professional collection/delivery of stock to our network of stores. Reporting to NSW Area Manager, the role involves undertaking van collections of stock transfers, excess textiles, donated product from households, retailers, wholesalers & businesses as required, displaying a high level of customer service at all times.

■ Position Responsibilities

Key Responsibilities

- Facilitate inter-store transfers as directed by Area Manager.
- Liaise with Area Managers regarding store collection priorities.
- Guide and provide direction to volunteer/s.
- Loading and unloading of stock at retail stores and other businesses, whilst ensuring lifting within the WH&S guidelines and driving in line with the Motor Vehicle policy.
- Ensure goods administration and delivery paperwork is completed on a daily basis.
- Demonstrate empathy and understanding when dealing with Store Managers, volunteers and public donors.
- Ensure Red Cross vehicle is used according to the organisation policies and procedures.
- Continually review daily run schedules to ensure most efficient route planning to maximize productivity.
- Conduct all deliveries and collections in a professional manner at all times.
- Assist when required with sorting, grading and packing donated merchandise according to set standards and store requirements.
- Help record and maintain required statistics in relation to donation volumes.
- Identify hazards, assess risks and report incidents as required in line with the WHS policy.
- Maintain confidentiality relating to stores, stock, customers, procedures and security.

■ Position Selection Criteria

Technical Competencies

- Sound Knowledge of Sydney Metropolitan and surrounding areas
- Knowledge of delivery and courier service processes
- The ability to prioritise, organise and complete tasks within set timeframes
- The ability to use equipment available when heavy lifting is involved
- Physically fit, able to lift and carry items when loading/unloading vehicles.
- Strong organisational and time management skills
- Experience in records management and general office administration

Physical Requirements

- Ability to lift, manipulate and carry boxes and stock safely up to 20 kgs.
- Extensive driving is required (within WH&S guidelines).

Qualifications/Licenses

- Current driver's licence
- Satisfactory Police Clearance

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.