

POSITION DESCRIPTION

Position:	Fix-It Coordinator and Volunteer Lead
Reports To:	Warehouse Manager
Direct Reports:	NIL
Hours:	25 hours a week (Monday – Friday mornings preferred)
Location:	On-site from Thomastown Warehouse with possible visits to Airport West and Tarneit Hubs
Contract Length:	12 months
Remuneration:	SCHADS Level 3.1 + NFP packaging available

FIX-IT COORDINATION AND VOLUNTEER LEAD

Position Objective:

Due to the generosity of Micheli Jewellery, Big Group Hug (BGH) has been successful with receiving funding for a Fix-It Coordination and Volunteer Lead. BGH is seeking a highly motivated person, working in a part-time capacity from our Thomastown location, and visiting our Airport West and Tarneit Hub occasionally.

The Fix-It Coordination and Volunteer Lead reports to and works closely with the Warehouse Manager, members of the Big Group Hug Operations Team and volunteers, to assist in achieving the goals of Big Group Hug; primarily the collection and redistribution of new and pre-loved baby goods, books, toys and nursery equipment to families in need.

The Fix-It Coordination and Volunteer Lead is responsible for leading, guiding and supporting a team of volunteers, overseeing all tasks and compliance activities for cleaning, washing, safety checking, and repairing of donated nursery equipment, such as prams, cots, car seats etc as well as identification of process improvements and new work procedures within the equipment checking area.

The role involves recommending and ordering stock or parts, providing training and support for volunteers, and ensuring compliance with Australian Safety Standards.

The Fix-It Coordination and Volunteer Lead will also work with the Warehouse Manager in maintaining and checking on Health and Safety (H&S) across all Big Group Hug locations and perform various ad hoc tasks as required including driving our van and delivering essential material aid from our warehouse in Thomastown and hubs in Airport West and Tarneit to case workers and / or service recipient's homes as well as collecting and transporting donations.

The Fix-It Coordination and Volunteer Lead works closely with volunteers providing on-site guidance, support and resources as required.

About Big Group Hug

Big Group Hug is a volunteer-driven, not-for-profit organisation founded in 2014. Our main warehouse is based in the northern suburbs of Melbourne, in Thomastown. We have satellite locations in Airport West and Tarneit. Big Group Hug supports vulnerable and disadvantaged families in need, by providing new and pre-loved goods to help these families care for their children, aged from newborn to 16-year-old.

Our core belief is that all children deserve the best start in life, so for us, the child is the focus of everything we do. Our team is made up of over 350 individuals/volunteers who are determined and committed to assisting every family who asks for help.

KEY RESPONSIBILITIES

The Fix-It Coordinator and Volunteer Lead is responsible for ensuring items are ready to be allocated to a request in a timely manner.

1. Cleaning & Safety Checking Equipment

- Conduct thorough cleaning, washing, repairing, and safety inspections of all donated equipment (e.g. cots, bassinets, prams, car seats, booster seats, electrical and other items)
- Ensure that all equipment meets Australian Safety Standards and is in good working condition before distribution
- Ensure equipment is provided with manuals and guides as appropriate
- Ensure equipment is labelled to meet required standards
- Test and tag electrical items
- Track the number of items discarded
- Redirect waste to the appropriate recycling service
- Assist with recycling and keeping materials donated out of landfill
- Explore, identify and implement new avenues to redirect equipment which can't be re-homed to other services or recycling facilities
- Adapt to various tasks and responsibilities as needed to support the smooth operation of the Equipment Team

2. Stock and Organisation

- In collaboration with Warehouse Team order necessary stock, parts, and supplies for repairs and maintenance
- Maintain an organised, well laid out, clean & safe workspace in the equipment area including parts, tools and baby hardware
- Ensure efficient and safe storage of equipment
- Respond to donor queries about suitability of equipment donations

3. Training and Support

- Provide training and support to new and current volunteers regarding equipment cleaning, washing, repairing and safety checking, in line with Australian Safety Standards and Big Group Hug's processes and procedures
- Ongoing quality checks and training to ensure equipment being re-homed meets required standards and quality
- Act as first point of contact for safety and wellbeing concerns raised by volunteers in the equipment area
- Ensure volunteers are engaged, interested and motivated when volunteering in the equipment area

4. Compliance and Documentation

- Ensure that all equipment procedures and documentation are up to date and in compliance with Australian Safety Standards
- Check the key safety standards twice a year, determine if new standards have been published or existing standards updated, and if required roll out new procedures to adhere to these standards
- Ensure the Equipment team are using the required procedures, equipment checking checklists and reference material
- Regularly review and update procedures to reflect current regulations and best practices
- Create, maintain and update safety checklists
- Identify process improvements and roll out new work procedures within the equipment checking area

5. Occupational Health and Safety (OH&S)

- Assist the Warehouse Manager in OH&S compliance and risk management at Big Group Hug sites
- In collaboration with the Warehouse Manager, monitor OH&S policies and procedures to ensure a safe working environment for volunteers, especially in the Equipment Team area

6. Miscellaneous

- Perform any additional maintenance tasks and ad hoc jobs as required by the Warehouse Manager
- Work collaboratively with the Warehouse and Hub teams as well as the wider BGH Team (staff and volunteers)
- Input to and generation of regular and ad-hoc reports e.g. weights and volume of equipment related waste
- Support other team members as required, e.g. with tasks such as lifting
- Van driving for delivery of essential material aid to case workers and or recipient's homes, as well as donation transfer and collection
- On-site relief for various warehouse tasks, to meet BGH's objectives. Such as:
 - a. Greet donors, accept donations and thank donors, including photo taking
 - b. Material aid pack preparation

CAPABILITIES AND BEHAVIOURS

- Comfortable with physical work, flexible and willing to learn new skills and be hands on
- Excellent organisational skills and attention to detail
- Positive mindset
- Highly developed communication skills both written and verbal
- Sound time management skills
- Independent and motivated – a self-starter who likes to take initiative
- Thrives acquiring new knowledge and skills, and has a willingness to learn and continuously improve
- A multi-tasker who can work well under pressure, to deadlines, and meet shifting priorities
- A supportive individual who enjoys working alongside volunteers, building confidence in others, and contributing positively to a small, tight-knit team
- Proficient in using a range of Microsoft Office packages in particular Teams, Excel, SharePoint and Word
- Ability to work independently and as part of a small team
- Successful candidate will require a Working with Children's check and Police Check
- The successful candidate will need to attend Test and Tag Training (if not already trained)
- Must have a valid driver's license
- The following would be highly regarded:
 - a. Experience working in a warehouse
 - b. Experience working for and/or volunteering with a not-for-profit organisation
 - c. Occupational Health and Safety (OH&S) and risk management experience

APPLICATION PROCESS / INTERESTED? APPLY TODAY!

We welcome your application and ask that you please provide your Resume and Cover letter, broadly addressing the key selection criteria highlighted.

All applications will be assessed based on previous relevant experience against the selection criteria and will undergo a multi-step recruitment process.

Interviews will commence as applications are received and a successful candidate may be selected before the job ad closes.

IMPORTANT INFORMATION

Big Group Hug values and encourages diversity, inclusion, and equity in all our services, programs, and practices.

Big Group Hug is a child safe organisation and is committed to ensuring the safety and wellbeing of all children, always. All Big Group Hug services, programs and practices are following Victoria's Child Safe Standards.

Big Group Hug is committed to the principles of continuous quality improvement (CQI) in all aspects of its operations, service delivery and governance. We place the highest priority on the safety and wellbeing of those we support and provide services to.

All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.

Big Group Hug does not allow persons who are classified as a prohibited person under The Commission for Children and Young People Act 1998 to work or register as a volunteer. Please do not apply if you are a prohibited person or if you will not agree to proceed with these checks if it is requested.

DIVERSITY, EQUITY AND INCLUSION

We are committed to ensuring diversity, inclusion and equity are embedded throughout our organisation for the benefit of all our clients and our staff. We believe our people are our greatest asset and by supporting and incorporating their diverse talents, knowledge, perspectives and experiences, we can strengthen our relationships with the communities we work with.

Our focus is on eliminating discrimination in the services we deliver and the workplace we provide. Being a diverse and inclusive organisation that supports and enables equity, goes to the heart of our work and supports our strategic intent – “Building an organisation and culture that is supportive, responsive and sustainable”.