



Position Description – Thrift Shop Coordinator

Location: St David’s Neighbourhood Centre, 68 Orange Grove Road, Coopers Plains

Classification: Permanent Part Time

Hours: 45 hours per fortnight. Hours of work will be rostered across Thrift Shop trading hours and may include Thursday late-night trading, monthly community events, and occasional work outside standard business hours.

Current shop trading hours are
Monday to Wednesday, 9:00am–3:00pm;
Thursday, 9:00am–6:00pm; and
Friday, 9:00am–3:00pm.

Attendance at the monthly Community BBQ, held on a Friday morning with a proposed start time of 7:30am, may also be required.

Purpose of the Position:

To provide leadership and operational support for the St David’s Neighbourhood Centre Thrift Shop and volunteer team, fostering a collaborative, inclusive, and supportive environment that advances the mission of the Thrift Shop. The role is responsible for the effective day-to-day management of shop operations, including volunteer coordination and training, stock management, merchandising, and cash handling processes. Equally important, the position contributes to community connection and participation by supporting volunteers from diverse backgrounds and with varying support needs through an inclusive and strengths-based approach.

Information on St David’s Neighbourhood Centre:

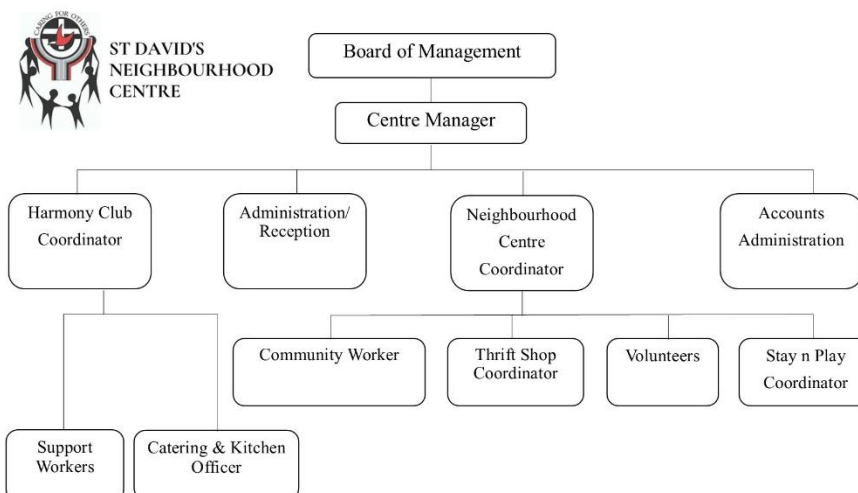
St David’s Neighbourhood Centre is a place where people find the opportunity to meet their community, family and personal needs and interests in a supportive community setting. It is a place where staff provide support and assistance with finding resources in the community.

St David’s Uniting Church Neighbourhood Centre is about

- ❖ Participation
- ❖ Empowerment
- ❖ Community Building

A Board of Management that includes representatives of the Parish and the Community govern the Neighbourhood Centre.

Organisational Structure





Position Description – Thrift Shop Coordinator

Reporting Relationships:

The Thrift Shop Coordinator reports directly to the Neighbourhood Centre Coordinator.

St David's Neighbourhood Thrift Shop

Operating for over 30 years since 1986, and run by a team of dedicated volunteers, the Thrift Shop is an essential activity of St David's Neighbourhood Centre. Funds raised through the Thrift Shop support the financial viability of the organisation so we can continue to assist and support our community. The mission of the Thrift Shop also includes providing a place for connection, social benefit, and value for our community.

The Thrift Shop provides:

- Reasonably priced clothing, books, bric-a-brac and household goods.
- Access to information regarding programs, activities, events and support available through St David's Neighbourhood Centre.
- Social connection opportunities for members of our community.
- Inclusive and supportive volunteer opportunities for community members from diverse backgrounds and with varying support needs

Key Result Areas

- Safe, effective, and financially sustainable operation of the St David's Neighbourhood Centre Thrift Shop, achieving agreed sales targets.
- A positive, respectful, and inclusive team culture that promotes teamwork, clear communication, accountability, and healthy boundaries.
- High levels of volunteer engagement, participation, and retention through inclusive support of volunteers from diverse backgrounds and with varying support needs.
- Positive customer experiences and strong community engagement with the Thrift Shop and St David's Neighbourhood Centre.
- Effective collaboration, communication, and connection with staff, volunteers, programs, and services across the Neighbourhood Centre.

Primary Responsibilities

- Model and promote positive workplace behaviours, effective communication, healthy boundaries, and constructive conflict resolution.
- Support volunteers to work collaboratively and respectfully with one another, contributing to a welcoming, safe, and supportive environment.
- Address volunteer concerns, interpersonal issues, and operational challenges promptly and appropriately, escalating matters when required.
- Support volunteers in all aspects of shop operations, including receiving, sorting, pricing, displaying, rotating, and disposing of stock.
- Assist volunteers to maintain attractive merchandise displays and a welcoming shopping environment.
- Support volunteers in providing quality customer service, cash handling, and problem-solving.



Position Description – Thrift Shop Coordinator

- Develop and maintain volunteer rosters to ensure adequate staffing during trading hours and communicate roster changes effectively.
- Assist with the recruitment, onboarding, training, support, and recognition of Thrift Shop volunteers in partnership with the Neighbourhood Centre Coordinator.
- Coordinate volunteer meetings and training opportunities that encourage participation, skill development, information sharing, and team connection.
- Ensure volunteers understand and comply with relevant policies, procedures, role expectations, and professional boundaries.
- Maintain volunteer resources, including handbooks, training materials, and operational procedures.
- Ensure adequate supplies of consumables and resources required for shop operations.
- Promote the Thrift Shop through social media, newsletters, printed materials, and other marketing activities.
- Coordinate special sales, fundraising activities, and community events in collaboration with volunteers and the Neighbourhood Centre Coordinator.
- Manage online sales platforms, including Facebook Marketplace and other approved channels for specialised items.
- Ensure compliance with Workplace Health and Safety requirements and promote the safety and wellbeing of volunteers, customers, and visitors.
- Support volunteers and customers to access relevant Neighbourhood Centre programs and services where appropriate.
- Assist with activities that contribute to organisational outcomes and funding requirements.
- Maintain accurate records, including volunteer training, sales, incidents, and other data required for reporting and evaluation.
- Participate in professional development, education, and training opportunities.
- Comply with all St David's Neighbourhood Centre policies, procedures, values, and code of conduct.
- Work collaboratively and positively with staff and volunteers across all Neighbourhood Centre programs and activities.
- Foster positive relationships with St David's Uniting Church and its congregation.
- Promote the services and activities of St David's Neighbourhood Centre in a professional, respectful, and positive manner.
- Contribute to continuous improvement through participation in staff meetings, planning activities, feedback processes, outcome measurement, and satisfaction surveys.
- Undertake other duties as reasonably directed by the Neighbourhood Centre Coordinator or Centre Manager.

Key Selection Criteria:

Essential

- Relevant qualification in retail or business management and/or previous experience in a similar setting
- Demonstrated experience coordinating, supporting, and leading volunteers in a respectful, inclusive, and collaborative manner, with the ability to foster a positive team culture.
- Well-developed interpersonal and communication skills (both written and Oral), with the ability to build positive relationships with volunteers, customers, community members, staff, and stakeholders from diverse backgrounds.



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- Strong organisational and administrative skills, including the ability to coordinate volunteer rosters, maintain accurate records, manage competing priorities, and meet deadlines.
- Demonstrated ability to promote a safe, respectful, and welcoming environment, including an understanding of workplace health and safety responsibilities and professional boundaries.
- Proven Experience using computer applications and social media platforms, including Microsoft Office, email, Canva, Facebook, and online sales or marketing tools.
- Demonstrated ability to contribute to community engagement activities, fundraising initiatives, events, and the promotion of organisational programs and services, with a willingness to work at events after hours and on weekends as negotiated.
- Commitment to the values, mission, and objectives of St David's Neighbourhood Centre, including fostering community connection, inclusion, participation, and wellbeing.
- Current valid Driver's Licence, National Police Check and Blue Card (or willingness to obtain)

Desirable

- Previous experience in planning and managing community events
- Knowledge and experience with social media

Remuneration Level

Based on SCHADS Level 4. with appropriate increment increases for length of service and performance.

Approval:

- i. The details contained in this document are an accurate statement of the duties and responsibilities of the position.

Name:

Signature (Manager):

Date:

- ii. As the occupant of the position, I have noted the statement of duties and responsibilities as detailed in this document:

Name:

Signature (Staff Member):

Date: