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**JOB TITLE: Donations Sorter**

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| **Service:**  Distribution | **Date Prepared: 05.03.22** |
| **Reports to:**  Distribution & Retail Manager | **Direct Reports: 0** |

***Our Mission:***

*Together we stand with those in desperate need.*

*We provide immediate relief and pathways to enable long term wellbeing.*

***Our Values are:***

* ***Manaakitanga***

*Manaakitanga is behavior that acknowledges the mana of others as having equal or greater importance than one’s own, through the expression of aroha, hospitality, generosity and mutual respect.*

* ***Justice (Manatika)***

*Committed to equity, and seeking dignity for all we will fearlessly advocate with and for those who are going without.*

* ***Partnership (Rangapū)***

*Firstly, the Auckland City Mission recognises the principle of partnership within Te Tiriti O Waitangi.*

*Secondly, our commitment to partnership stems from a belief that manaakitanga, equity and social justice need to be pursued both within partnerships and through them.*

*For us partnership is characterised by mutual trust, integrity, respect, transparency and commitment.*

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| **Background** |
| Auckland City Mission has, for almost 100 years, provided a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity, but a chance has not.  The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more.  **Distribution & Retail Service:**  Auckland City Mission receives a large quantity of donated goods, from food and clothing to household items. Every year, the Mission re-distributes these items to thousands of Aucklanders. Donations that are excess to requirements are sold through the Auckland City Mission second-hand shops, providing good quality, low-cost, second-hand clothing and goods to other families and individuals. All profits from these shops are returned directly to help fund the Mission's social services. |

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| **Position Summary** |
| The Distribution Centre plays and important role in providing services to our internal and external clients by collecting, storing, and distributing a wide range of food and non-food items.  The Donations Sorter’s primary role is to sort and distribute a variety of donated goods according to current Mission procedures which can change from time to time It is also to assist in other areas of the Warehouse as needed.  Volunteers are an asset for the Mission. Your role is also to ensure that Volunteers are productive, kept safe and enjoy their Mission volunteering experience. |

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| **Key Responsibility Areas** |
| Provide Excellent Service  Sort and Process Donations according to Mission Policies & Procedures  Assist with stock receiving, dispatching and management to all stakeholders  Ensure that stock is distributed equitably and efficiently to the Mission stores  Act as part of the team  General Housekeeping  Follow Mission Policies & Procedures  Participate in required Training activities  Assist with & Supervise Volunteer activities and training and sharing the purpose of the Mission  Assist with annual stock take  Understand and consistently use organisational policies and procedures  Assist with food packing and other general tasks as may be required by your manager, including occasional retail shop coverage. |

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| **Qualifications, Experience, Knowledge and Skill Requirements** | |
| Essential | Desirable |
| Evidence of inter-personal and communication (written and oral) skills.  Reputation for driving results and for dependability to achieve goals successfully.  Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels.  Reputation for personal integrity and reliability.  An understanding and a respect for the privacy of others.  Commitment to the Auckland City Mission brand and culture.  Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.  An appreciation of the multi-cultural nature of both New Zealand and the Mission’s staff, volunteers and clients.   * Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community’s resources.   Computer Skills | Prior experience in Customer Service, Retail, Warehouse  and Office administration  Knowledge of clothing, Bric a Brac and/or linens |

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| **Health and Safety and Statutory Requirements** |
| Actively contributes to hazard identification and management.  Participates in Health & Safety training.  Is up to date with First Aid Courses  Adopts safe work practices.  Encourages others to do the same.  Reports injuries and near misses promptly and accurately.  Participates in an early return to work programme if applicable. |
| Meets all relevant statutory requirements. |