



Thank you for contacting us to show your interest in becoming a volunteer with Lifeline South Coast.

About Lifeline South Coast

Lifeline Volunteer Telephone Crisis Supporters are available 24 hours a day, every day of the year on **13 11 14**. Lifeline South Coast Volunteer Telephone Crisis Supporters help people in the Illawarra and South Coast region by taking over 18,500 telephone calls each year.

The Lifeline South Coast Telephone Crisis Support service is primarily funded by sales of donated (recycled) clothing and books in Lifeline Shops. The money raised at Lifeline's Big Book Fair supplements this. Because Lifeline South Coast is a local service, the funds raised in our Shops and at our Book Fairs stay here in the Illawarra and South Coast communities and are used to help local people talk about their problems and find ways to solve them.

Please find below an outline of the types of duties which would be typical for the positions we are offering in our retail shops. Volunteers must be willing to participate in our internal training programs.

Volunteer Sorter/Retail Assistant:

- Customer service
- Cash register usage
- Stock sorting & pricing
- Visual merchandising / stock presentation
- General housekeeping duties as required
- Other duties as directed by Team Leader

We are looking for people who know the importance of having the right stock to sell and how to make our retail outlets sparkle and appeal to all ages. This role requires you to carry out an initial inspection of donated items. You will identify quality garments to be sold in our retail outlets, and will be trained to recognise inferior products and how to deal with them. This role will include sales and cash handling, outstanding customer service, assisting with presenting stock in the best possible way and ensuring stock levels remain high and fresh. You will also be required to help maintain a clean, tidy and safe store while working in a supportive team environment.

Job benefits: Retail experience, visual merchandising, customer service, shop presentation, team work, quality control, organisational skills

Volunteer Book Sorter:

- Sort books by category and/or author
- Accurately price books for sale in shops and at Lifeline's Big Book Fair
- Research the value of items through the Internet and other sources
- Assist in the preparations for Lifeline's Big Book Fair

If you love books and have an understanding of which books are potentially valuable/collectable, this role is ideal. Thousands of books are donated to Lifeline every week, and volunteers are required to sort, price and pack them. Under the direction of the Books Team Leader, volunteers have a critical role to play in the success of Lifeline's major fundraiser, our Big Book Fairs.

Job benefits: Team work, quality control, organisational skills

Volunteer Driver/General Assistant:

- Assist with unloading of truck
- Driving a 4 tonne truck or other Lifeline South Coast vehicles
- Pick up of books or bulky donations from various locations
- Empty Lifeline South Coast clothing bins throughout the Illawarra and South Coast
- General maintenance duties
- Maintenance of clothing bins and surrounding areas
- Operate forklift, pallet jacks and other equipment
- Must advise Lifeline South Coast if taking any medication which may affect driving ability

This position may require lifting/carrying so applicants would need to be physically capable of some manual work. Volunteer truck drivers must have a clean driving record and be able to drive safely and present a positive image of Lifeline South Coast to our community.

Volunteer General Assistant:

- Assist truck driver to empty donation bins
- Maintenance and painting of clothing bins
- Assist in collecting donations of books and other bulky items
- Seal, weigh and prepare bales of goods for wholesale customers
- Remove rubbish and keep the warehouse clean & tidy
- Operate pallet jacks, forklift and other equipment
- General maintenance and housekeeping
- Other duties as required by the Team Leader.

This position may require lifting/carrying so applicants would need to be physically capable of some manual work.

Successful applicants will benefit greatly from the experience of working with Lifeline South Coast, while in return we will provide a positive environment to meet new people, learn new skills and gain work experience.



APPLICATION for VOLUNTEER WORK

Once completed, please return this application to:
Lifeline Shop Wollongong or Corrimal; Lifeline South Coast, PO Box 404 Wollongong 2520 or email admin@llsc.org.au

TITLE: MISS MRS MS MR OTHER ò ò ò ò ò ò .

NAME: _____ **DATE OF BIRTH:** _____

ADDRESS: _____

EMAIL: _____ **PHONE:** _____

Please list any educational studies and work experience, which may help with your placement in a voluntary position. Include any studies done i.e. diplomas, degrees, TAFE courses, short vocational courses, on the job training etc.

Why do you want to do voluntary work for Lifeline South Coast?

Are you currently, or have you previously been a volunteer with any other organisation?

What hours/days per week are you willing to work?

Please tick the following:

Are you currently working? YES NO

Are you currently looking for paid work? YES NO

Have you been referred by Centrelink or another agency? YES NO

If so, what agency and how many hours are required? _____

Do you have a current driving licence? YES NO

Which of these areas do you think your skills may be best applied?
Refer to the job descriptions in the letter attached to this form. You may tick more than one.

Lifeline Shops

- Volunteer Retail Assistant / Sorter YES
- Volunteer Driver / General Assistant YES
- Volunteer General Assistant YES
- Volunteer Book Sorter (Wollongong only) YES

How did you hear about volunteer work with Lifeline? You may tick more than one.

Please tick the following:

- Newspaper story or advertisement Letterbox flyer
- Radio story or advertisement Other volunteers
- Lifeline Shop Lifeline Big Book Fair
- Volunteering Illawarra Other

REFEREES

Please provide details of at least two people who may be reached for a character reference. Preferably, referees **should not** be a close family member. Please give a daytime contact number so that we are able to contact them.

NAME: _____ **PHONE NO:** _____
NAME: _____ **PHONE NO:** _____

Do you have any health problems, which might have a bearing on the type of work you could undertake? If so, what?

Are you taking any medication, which may affect your ability to drive or operate machinery? If so, what?

I declare that the above information is true and correct. I agree to abide by any decision regarding suitability as a Lifeline volunteer.

Signature _____ Date _____