

**JOB TITLE** Trainee Warehouse General Hand (Homestart and Hub Enterprises)

**DATE** 11/11/2020

**REPORTS TO** Business Enterprises Supervisor  
Store supervisor  
Truck driver

## JOB DESCRIPTION

**Purpose of role** To assist in keeping the warehouse floor in a safe and tidy condition. While ensuring stock is rotated as required from truck to floor . To assist in the ongoing success and development of the Encompass Enterprise Hub

**Main duties and responsibilities**

Core objectives include:

- Assist in the sorting and distribution of donated goods as directed
- Assist in provide Warehousing duties as required which include moving furniture, unloading furniture, monitoring incoming and outgoing stock.
- Follow all safety regulations and precautions
- Wear all required and necessary Personal Protective Equipment (as provided)
- Perform other related work as required in regard to stock distribution and removal.
- Have good communication and interpersonal skills
- Ability to work as part of a team
- Help keep warehouse / display rooms in a clean and tidy state ensuring all workplace risks are kept to a minimum.
- Adhere to and support all OH&S regulations and requirements in line with the OH&S Act (1986) and Encompass Community Services Inc. policies and procedures
- Ensure a positive approach to all task and build strong quality relationships with staff, volunteers, customers, participants and management of Enterprises and Encompass Community Services Inc.
- Hold Current Driver Licence

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

**Ensuring Other duties**

Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

- Qualifications**
- Must be physically fit and able to move furniture with assisted equipment – trolleys, rollers etc.
- Experience**
- NIL

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| <b>Knowledge</b>                 | <ul style="list-style-type: none"> <li>• Understanding of the Community Store environment and Business enterprises</li> </ul>  |
| <b>Skills &amp; competencies</b> | <ul style="list-style-type: none"> <li>• <b>Customer service focused:</b> committed to providing exceptional customer service when assisting donations of stock through the door</li> <li>• <b>Communication:</b> the ability to communicate clearly and concisely, varying communication style depending upon the audience.</li> <li>• <b>Attention to detail:</b> excellent attention to detail when placing stock in a safe and distributable manner</li> <li>• <b>Commerciality:</b> ability to apply knowledge in a practical, commercial manner.</li> <li>• <b>Teamwork:</b> willingness to assist and support others as required and get on with team members.</li> <li>• <b>Time management/organisation:</b> accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.</li> </ul>  |
| <b>Personal attributes</b>       | <ul style="list-style-type: none"> <li>• Willing to learn new skills</li> <li>• Be honest, reliable and flexible</li> <li>• Willingness to work under the Encompass Principles</li> <li>• Professional approach.</li> <li>• Ability to work under pressure.</li> <li>• Organisational and time management skills.</li> <li>• Excellent attention to detail.</li> <li>• Confident manner.</li> <li>• Positive approach to change.</li> </ul>  |
| <b>Other</b>                     | <ul style="list-style-type: none"> <li>• It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.</li> <li>• It is the responsibility of each individual to meet personal, divisional and organisational deadlines.</li> <li>• It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.</li> <li>• It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.</li> <li>• It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.</li> <li>• It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor</li> <li>• It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.</li> </ul> |

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

