



**BALLARAT
HOSPICE
CARE INC.**
Home Based Palliative Care

Position title	Op Shop Coordinator - Retail
Work Location	Ballarat Hospice Care Op Shop – 723 Sturt Street, Ballarat
Employment type	Ongoing, Part-time (up to 20 hours per week)
Duration	Permanent
Position reports to	CEO (also supported by the Volunteer Manager and Communications & Engagement Manager)
Date approved	July 2026

Who we are

Ballarat Hospice Care Inc. (BHCI) is a specialist, home-based palliative care service supporting people living with life-limiting illness, along with their families and carers, in their place of residence. We are committed to delivering compassionate, person-centred care that enables individuals to remain in their place of choice, surrounded by those important to them.

Our interdisciplinary team includes specialist palliative care clinicians, supportive care advisors, trained volunteers, and administrative staff. We work in partnership with general practitioners, specialists, hospitals, and community services to provide coordinated, high-quality care. Our holistic approach addresses physical, emotional, social, and spiritual support, including in-home specialist palliative care nursing, symptom management, 24-hour support, equipment loan, support for carers and families, and education.

We support people living in Hepburn Shire, Ballarat, northern Golden Plains and western Moorabool, with holistic care that includes bereavement support for up to 13 months.

BHCI is an inclusive organisation accredited under QIP and Rainbow Tick standards, committed to quality, safety, learning, research and flexible work practices.

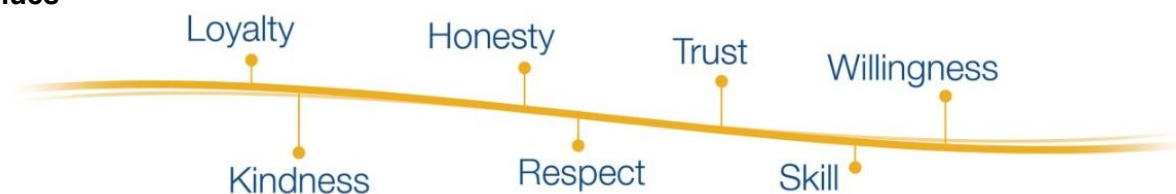
Vision

To offer our community a specialist palliative care service focused on end-of-life issues and care.

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of home-based, holistic palliative care to anyone facing end-of-life issues.

Values



Our philosophy

- The care of patients must acknowledge the whole person in their social context.
- Grief, loss and death are part of life.
- Suffering can be alleviated by providing support relevant to patients and carers, which reflects their choices.
- All patients and carers are entitled to open, honest communication, which respects choices and autonomy.
- Caring for ourselves and each other enables us to care for others.
- Bereavement support is an essential element in caring for people after a significant loss.

Position Purpose

This position is responsible for coordinating the daily operations of the Ballarat Hospice Care Op Shop and supporting a well-presented, safe and volunteer-led retail environment that reflects the purpose and values of Ballarat Hospice Care.

Working closely with volunteers, BHCI staff and relevant stakeholders, the role coordinates retail operations, volunteer support, customer service, visual merchandising, stock management, digital systems and promotional activity to ensure the Op Shop operates efficiently, presents quality items with care, supports sales and revenue, and strengthens the community connection with Ballarat Hospice Care.

Scope

- Coordination of daily retail shop operations, including customer service, stock presentation, donation of goods, sales processes, store and warehouse systems
- Volunteer coordination, communication, rostering, support, recognition and administration.
- Use of digital systems, records, point of sale processes, Microsoft Office including email, online tools and volunteer management platforms.
- Assistance with Op Shop promotions, content ideas and social media activity in collaboration with BHCI staff, volunteers and other relevant stakeholders.
- Regular liaison with the CEO and BHCI staff to share information, coordinate priorities and escalate matters as required.
- Administration, banking, reporting, purchasing, procedure review and compliance activities required to support accountable Op Shop operations.

Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Create a welcoming, respectful and inclusive retail environment
3. Volunteer task supervision
4. Coordinate day-to-day retail operations and systems
5. Maintain accurate records, rosters and reporting systems
6. Collaborate with stakeholders to support operations, recruitment and promotion
7. Maintain safe, compliant and organised Op Shop environments

Key Responsibility 1: Demonstrate and uphold the values of BHCI through professional attributes and behaviours

- Embraces the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Effective and efficient management of own workload to include opportunities for research and quality improvement

Key Responsibility 2: Create a welcoming, respectful and inclusive retail environment

- Support an inclusive environment where people from all backgrounds feel welcome and valued.
- Promote positive interactions that reflect the values of Ballarat Hospice Care.
- Communicate in a respectful, non-judgemental and culturally aware manner.

- Participate in relevant training and learning opportunities that support diversity, inclusion and community engagement.

Key Responsibility 3: Volunteer task supervision

- Provide day-to-day supervision, guidance, and support to volunteers undertaking assigned tasks and activities.
- Ensure volunteers receive clear instructions, appropriate information, and access to resources required to perform their role effectively.
- Foster a welcoming, respectful, and inclusive environment that promotes volunteer engagement, wellbeing, and positive participation.
- Support volunteers to undertake their roles confidently and effectively by providing guidance, encouragement and constructive feedback.
- Ensure volunteers comply with organisational policies, procedures, role boundaries, and workplace health and safety requirements.
- Communicate relevant information to volunteers regarding changes to tasks, schedules, processes, or service requirements.
- Encourage open communication and identify, address, or escalate volunteer concerns, incidents, or support needs in a timely manner.
- Recognise and acknowledge volunteer contributions and support initiatives that enhance volunteer satisfaction and retention.
- Liaise with the Volunteer Manager regarding volunteer performance, support requirements, incidents, concerns, or matters requiring further action.
- Allocate volunteer tasks that align with approved role descriptions, skills and organisational requirements.

Key Responsibility 4: Coordinate day-to-day retail operations and systems

- Coordinate opening and closing processes, customer service, point of sale activity, sales, pricing and donation handling in accordance with agreed procedures.
- Maintain merchandising, displays, signage, ticketing, shop presentation and alignment with BHCI branding.
- Coordinate stock distribution between the Op Shop, sorting area and warehouse to support stock quality, storage safety and sales priorities.
- Conduct daily walkthroughs and address stock, display, pricing or presentation issues as required.
- Purchase approved consumables within budget and purchasing controls.
- Identify opportunities to improve systems, volunteer efficiency and customer experience.

Key Responsibility 5: Maintain accurate records, rosters and reporting systems

- Use digital tools to prepare communications, maintain records, support volunteer administration and improve shop operations.
- Maintain volunteer rosters, including availability and changes, to support appropriate coverage and timely communication.
- Coordinate banking, daily takings and point of sale receipts in line with PG75 Register and Banking for Op Shop requirements.
- Apply agreed cash-handling controls, including delegated volunteer support.
- Prepare clear and timely reports on performance, volunteer matters and key decisions.

- Coordinate bi-monthly volunteer meetings, including minutes, actions and follow-up communication.

Key Responsibility 6: Collaborate with stakeholders to support operations, recruitment and promotion

- Collaborate with BHCI staff and relevant stakeholders to coordinate priorities, resolve operational matters and support effective Op Shop operations.
- Coordinate volunteer recruitment needs with the Volunteer Manager, aligned with roster gaps and the annual recruitment schedule.
- Liaise with the Communications and Engagement Manager regarding promotional opportunities and social media content, including messaging and photography.
- Share volunteer feedback, operational risks, decisions and follow-up items to support informed decision-making.
- Contribute to staff meetings, audits, training, procedure reviews and ongoing improvement activities as required.

Key Responsibility 7: Maintain safe, compliant and organised Op Shop environments

- Maintain safe, tidy, welcoming and well-organised Op Shop and warehouse environments.
- Complete OH&S audits and record corrective actions and responsible owners.
- Review procedure manuals annually and following significant operational, compliance or safety changes.
- Identify, document and escalate hazards, risks, incidents, concerns and operational issues.

Measurable Outcomes

- The Op Shop remains welcoming, well-presented and organised, supporting repeat customer visits and community engagement.
- Shop presentation is checked daily, with priority issues addressed or escalated promptly.
- Volunteers feel supported, informed and valued, and contribute positively to Op Shop operations, measured through volunteer feedback, attendance and follow-up of concerns.
- Volunteer rosters, records and communications are kept current where possible, with rosters reviewed weekly.
- Banking, records and reports are accurate, timely and completed in line with agreed controls.
- Stock, merchandising, pricing, signage and ticketing are checked regularly.
- At least two social media posts are shared weekly, such as stock features, volunteer stories, seasonal displays, donation requests or shop updates.
- OH&S hazards, incidents, storage safety, manual handling risks and emergency procedures are regularly monitored.
- OH&S audits are completed twice yearly, with corrective actions finalised according to the agreed schedule.
- Procedure manuals are reviewed annually and following significant operational, compliance or safety changes.

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a team member you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and/or care professional providing care or service.
- Awareness of the implications of the Australian Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protect Act 2014 (Vic)) and Health Privacy Principles (Health Records Act 2001 (Vic)).

Professional Attributes and Behaviours:

Teamwork

- Committed to sustaining a positive and trusting team culture.
- Proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care.
- Willing to work collaboratively and share information with colleagues.
- Open and honest communication with all team members.
- Willing to work with team members to achieve positive outcomes.
- Willing to develop new skills and knowledge rapidly.

Motivation

- Demonstrates a confident, optimistic and proactive mindset.
- Takes ownership of own position and actively considers the consequences of their actions and the decisions they make.
- Demonstrates commitment to the team, is willing to share responsibility for the team's goals and objectives.

Integrity

- Demonstrate ongoing commitment to the Vision and Mission of BHCI.
- Preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness.
- Treating the workplace environment, other staff and contractors with respect.
- Dealing with confidential and sensitive information in a professional manner.

Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and/or abuse, and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report adverse events, near misses and incidents as they are identified or arise.

Key Selection Criteria

1. Significant understanding of, and demonstrated commitment and energy for, the objectives, values and inclusivity of BHCI.
2. Demonstrated ability to coordinate the day-to-day operations of a retail shop, including customer service, stock flow, presentation, sales processes, donation handling and safe work practices.
3. Demonstrated experience supporting, coordinating and communicating with volunteers, including rostering, onboarding, guidance, recognition, record keeping and follow-up.
4. High level of IT capability, including confident use of Microsoft Office, email, online platforms, databases, volunteer management systems, point of sale systems and digital records.
5. Ability to assist with promotional activity, including identifying social media content, preparing information, supporting photography or story ideas, new opportunities and working with BHCI staff to promote the Op Shop.
6. Excellent interpersonal skills, empathy and capacity to work closely with volunteers, staff, customers and members of the community.
7. Excellent organisational skills and ability to prioritise competing tasks in a busy, community-facing retail environment.
8. Excellent problem-solving skills that reflect initiative, sound judgement and enthusiasm.

Qualifications and Experience

- Retail or customer service experience.
- Experience supporting and communicating with volunteers.

Also required

- Current Police Check
- Current Working With Children Check
- Current Driver's Licence
- Access to a reliable, comprehensively insured vehicle for work-related travel
- Current Influenza vaccination

Other relevant information:

- Remuneration and Employment; depending on the award.
- You may be required to undertake other projects and duties as directed by the CEO.
- The CEO may amend this position description if required. Any changes will be made in consultation with the affected employee(s).
- You are required to comply with Workplace Policies and Procedures (as amended from time to time) and contribute to and maintain a safe workplace environment. Appointment will be subject to a three-month probationary period from the date of commencement, and a Performance Review will occur three (3) months following, then annually, considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature _____ **Date** _____

CEO Signature _____ **Date** _____