



POSITION DESCRIPTION

Position Title	Volunteer - Kiosk
Location	Carrington Retirement Village
Reports to	Volunteer Co-ordinator
Direct Reports	Nil
Hours of Duty	As negotiated
Status	Voluntary
Date Reviewed	May 2010

OUR VISION

Recognised as the leading provider of aged and disability services in the community we serve.

OUR MISSION

Carrington realises its Vision by delivering excellence of service at all levels to enrich the lives of the aged and disabled through:

- Community involvement and partnerships.
- Open and transparent communication.
- Quality care to promote industry best practice by innovation and continuous improvement.
- Employing qualified and dedicated staff who recognize and are committed to the value of teamwork.
- Ongoing focused education, development and research.
- Facilities and equipment to meet the needs of an ever changing community.
- Prudent financial management.

OUR VALUES

Mutual Respect and Trust

We work together in ways which promote dignity, respect, understanding and integrity. We communicate openly, treating residents, clients, their families and each other fairly and equitably.

Quality Care

We strive to provide outstanding care for our residents and clients in a compassionate, safe and welcoming living environment, respecting their rights and privacy.

Service Excellence

We take pride in our work and are dedicated to making a difference to the quality of life of our residents and clients. Our service delivery is continuously improving as we actively participate in learning and educational opportunities.

Teamwork

We value and recognise the different contributions and efforts of our team and seek to involve and work with each other in a professional and co-operative manner.

Stewardship

We understand and accept our responsibility to ensure the integrity of all our systems and practices whilst managing the business in a prudent, viable, sustainable manner, preserving the natural, historic and corporate assets.

ROLE DESCRIPTION

Volunteering in this role assists the residents at Carrington by:

- **Promoting independence – enabling those unable to go out to shops to still be able to make small purchases for themselves & others.**
- **Can encourage socialization.**
- **Give sense of achievement to residents.**
- **Offer convenience to residents.**

Responsibilities:

- 1. Open Kiosk – keys available within individual facilities.**
- 2. Check cash register float before starting.**
- 3. Set out items on counter for sale.**
- 4. Serve customers.**
- 5. Write down items purchased in book provided and add up sales at the end of shift.**
- 6. Write down items that are running low in order book.**
- 7. Write down special order requests in order book including name of resident and room number.**
- 8. Total the days takings at end of shift and count money, sales for the day need to be tallied in the book. Note amount in till at end of shift in purchase book.**
- 9. May be required to purchase goods and price ready for sale.**
- 10. To attend orientation/training as required.**
- 11. To follow all OH&S policies and procedures, EEO and Anti Discrimination I the Workplace and participate in Risk Management activities as required.**

Skills:

- **Patient, kind & respectful.**
- **Good communication skills.**
- **Money handling skills.**