

You matter

Creating homes with hope for a brighter future.

POSITION TITLE	Warehouse Manager
REPORTS TO	Chief Executive Officer
DAYS & HOURS	On-going position (subject to 6-month probation) Full time – negotiable 0.8FTE (38 or 30.4 hours per week) Monday – Friday between hours 8.30am – 5.30pm by agreement Located in main warehouse currently in Abbotsford, with secondary location in Canterbury Some flexibility to WFH by agreement
KEY RELATIONSHIPS	<ul style="list-style-type: none">○ Chief Executive Officer○ You Matter Goods Donations Assistants & Activity Coordinators (volunteers)○ External removalists and storage providers○ You Matter Haven Coordinators (volunteers)○ You Matter Agency Services Manager (volunteer)○ You Matter volunteers○ You Matter Board members○ Staff and management of You Matter partner organisations○ Goods donors (organisations and individuals)

ORGANISATIONAL CONTEXT:

Our Vision

Survivors of family violence can live a safe and happy life within their own homes and their community.

Our Mission

Ensure that the homes of survivors of family violence are fully equipped, functional and comfortable so that they can begin to rebuild their lives free from the impediments that not having basic household items create.

Our Values

Strength

Family violence survivors are empowered to survive and thrive in their environment as it is full of love, compassion and support.

Community

Family violence survivors feel that they belong to the community, that their community is supporting them through the work that our volunteers do.

Integrity

We will deal with everyone in an equal way. All our interactions with others will reflect the highest level of integrity

Respect

*We believe in gender equity and equal respectful relationships.
We provide good quality items to those in need as everyone*



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deserves the best.

Families, volunteers and agencies are always afforded the utmost respect.

Being treated with dignity and respect increases one's self-view and ability to live well.

Environmental responsibility

We contribute to the protection of our environment by re-homing second-hand goods and thereby reducing waste.

Our Services

You Matter (Aus) Ltd is a growing Victorian not-for-profit organisation that supports survivors of family violence through setting up their homes with all the furniture and goods required for a fully functioning home.

You Matter aims to be a critical part of the recovery journey for survivors of family violence in Victoria, working with and supporting agencies working directly with survivors. We aim to ensure that survivors and their families can live a safe and happy life within their own homes and community.

From humble beginnings in 2019, You Matter now works primarily in the eastern, northern and western regions of Melbourne and aspires to cover the entire Greater Melbourne area within the next 5 years.

You Matter (Aus) Ltd is a not-for-profit company limited by guarantee with tier 1 deductible goods recipient charitable status and associated tax concessions. We rely on an extraordinary, committed and skilled volunteer workforce of approximately 100 individuals to deliver our services, working alongside a small paid staff team.

THE ROLE:

Purpose

Reporting to the CEO, the Warehouse Manager is responsible for delivering effective and efficient end-to-end processes of sourcing, receiving, processing, storing, preparing and distributing donated goods for the establishment of 'Havens' – houses for family violence survivors and their families.

The role is physically demanding which requires driving a small delivery van, lifting and carrying as well as standing and walking.

Major Responsibilities

Goods management

- Establish and maintain a system to screen all goods prior to donation to ensure they are fit for purpose
- Coordinate pick up and/or delivery of goods, liaise with donors and collect and/or deliver goods where required
- Ensure donor details for collected items are captured and imported into the CRM on a weekly basis
- Manage inventory database (Sortly), ensuring all relevant goods are entered into the system



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in a timely manner, including photos & dimensions of each item, and using the database to ensure appropriate stock levels are maintained

- Ensure all goods are labelled and stored appropriately in the warehouse
- Liaise with CEO to ensure efficient planning, scheduling and delivery of goods to Havens
- Liaise with Haven Coordinators to ensure goods are ready for installation into Havens when and as required
- Liaise with transport/removalists to ensure delivery as scheduled
- Identify needs for goods and work in collaboration with the CEO to source goods where required

Warehouse management

- Lead a positive, supportive and safe team environment in all warehouse operations
- Coordinate, in collaboration with Volunteer Coordinator, warehouse working bees as required to ensure the efficient organisation and operation of the warehouse and other storage
- Develop and implement strategies to manage and minimise waste disposal

Volunteer support

- Provide training and support to relevant volunteers (Haven Coordinators) in the use of Sortly
- Support volunteers (Activity Coordinators) to ensure room packs (kitchen, laundry/bathroom, linen, pantry) are adequately resourced and ready for distribution
- Support volunteers

Stakeholder relationships

- Maintain and support business partnerships in collaboration with the CEO

Safety

- Establish and lead all site specific OHS communications, consultations and meetings, information manuals, noticeboards and other safety activities
- Identify and resolve hazards where you identify them, managing day to day risks in all aspects of the operations of the warehouse
- Take reasonable care of your own safety and that of others that may be affected by your actions or omissions
- Report incidents within 24 hours of them occurring to the CEO

Core Competencies

Technical/professional	<ul style="list-style-type: none">• Establishes, implements, and continuously improves end to end logistics management for the efficient and effective operations of the warehouse, including minimising environmental impact of operations• Ensures that storage is maximised to optimum levels
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	<ul style="list-style-type: none">• Works within timeframes and delivers on deadlines• Uses inventory management software (Sortly) to maintain up to date inventory management
Collaboration & stakeholder management	<ul style="list-style-type: none">• Anticipates and balances the needs of multiple stakeholders• Works collaboratively with the Board, CEO, volunteers and partners• Brings the right people together to share ideas and work through solutions• Establishes and strengthens relationships with both internal and external parties
Communication	<ul style="list-style-type: none">• Communicates effectively with volunteers, staff and individuals (both verbal and written) in ways that ensure understanding and maximises engagement• Thinks on their feet and can develop innovative and practical solutions for problems• Effectively manages any conflicts which may arise
Teamwork	<ul style="list-style-type: none">• Demonstrates strong leadership and maintains a culture of the highest ethical standards in relation to security of donated goods, and adherence to all Code of Conduct requirements• Encourages a harmonious and professional team environment• Participates in and contributes to regular team meetings and input into work practice discussions• Espouses a willingness to perform all duties as required (eg: backup volunteer teams, transport goods if required, etc)
Personal	<ul style="list-style-type: none">• Honesty and reliability• Strong attention to detail• Willingness to learn• Ability to work well under pressure• Empathy and identification with the values of You Matter

Success

Success in this role will be maximising the value of warehouse operations to support the efficient establishment of Havens and building and maintaining strong volunteer, donor and business partnerships.



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QUALIFICATIONS

Knowledge / experience / skills

- Demonstrated experience in a warehousing/sorting environment
- Demonstrated capacity to build and maintain positive and purposeful relationships with a range of stakeholders, including volunteers, donors and businesses
- Knowledge of occupational health & safety matters relating to warehouse environments

Certifications

- A National Criminal Records Check that states “No Disclosable Court Outcomes” on the Nationally Coordinated Criminal History Check Certificate.
- A current Victorian Working with Children’s Check (WWCC)

Licences

- A current Victorian Driver’s Licence

REMUNERATION

An attractive remunerations package commensurate with the successful applicant’s skills and experience will be negotiated.

APPLICATIONS

Applications, addressing the core competencies noted above, are to be submitted by **COB Tuesday 19 April 2022** to:

Ms Sandie de Wolf AM
Board Chair, You Matter
sandiedew@youmatter.org.au

For more information about You Matter, please visit our [WEBSITE](#) or [LINKEDIN PROFILE](#)

