

Job Description

E pā ana ki a tatou - About us

Here at Te Kahu Pairuri Hospice Taranaki we embrace diversity and welcome applications from all people, including all gender identities, ages, ethnicities, sexual orientations, disability and religions. A workforce that is diverse and inclusive means that we are better positioned to understand and serve our community. Hospice Taranaki works in partnership with patients, their families/whanau and organisations to provide and influence best practice care, support and understanding at the end of life.

Position Description

Position:	HospiceShop Warehouse Manager
Responsible to:	Group Manager – Jessica Sinclair
Direct reports:	Team Leader and HospiceShop Assistants based at the site
Purpose of the position:	To provide an efficient and well organised warehousing operation for the sorting, storage and despatch of incoming and outgoing goods for the HospiceShops group. Oversight of future site and service development.
Functional Relationships:	HospiceShop Managers, volunteers and staff Warehouse volunteers Chief Executive Contractors Staff members of Hospice Taranaki Members of the public

Kōrero mō te tūranga - About the role

Key Objectives	Performance indicators/outcomes
Warehouse operations	<ul style="list-style-type: none"> • Incoming goods are handled efficiently and processed through the various departments ready for despatch. • Storage of goods is managed so that despatch to the HospiceShops can be handled quickly and efficiently. • Stock is kept to manageable levels and monitored, and the HospiceShop Managers are kept informed of any over/under stock issues arising. • Ensure that rubbish and recycling activities are optimised so that dumping is minimised, and recycling and cost recovery are maximised. • Liaise with the HospiceShop department leaders to ensure a constant and varied flow of stock to the HospiceShops. • As requested, arrange transfer of stock to the Hawera and/or Stratford HospiceShops.
Administration	<ul style="list-style-type: none"> • In conjunction with the Equipment Officer ensure warehouse vehicles are properly maintained and registered, road user charges and warrants of fitness are kept current. • Support and assist the HospiceShop managers to further develop the HospiceShops as the primary fundraising source of Hospice Taranaki. • Timely management of email communications inside/outside the hospice organisation
Team Effectiveness and Staff Performance	<ul style="list-style-type: none"> • Work with warehouse staff and key volunteers to encourage teamwork and develop an environment which allows people to work to their potential. • Manages first level staff and volunteer issues and understands what matters are escalated when necessary • Ensure that all staff and volunteers are properly trained for the work they are required to do. • Ensure new volunteers have a structured orientation to their roles. • With the Group Manager work to ensure sufficient staff and volunteers are available to maintain efficient operation of the warehouse.
Liaison and Communication	<ul style="list-style-type: none"> • Leads best practice public communications with donators of goods and members of the public accessing this site • Facilitate regular meetings of the warehouse staff and volunteers in liaison with the Group Manager. • Attend regular meetings with the Group Manager and any other staff as appropriate. • Work closely with the HospiceShop managers to maintain an on-going understanding of the stock requirements of the HospiceShops. (<i>i.e: what is selling and what is not</i>). • Maintain good communication and working relationships with the warehouse staff and volunteers and all personnel in all HospiceShops.
Health and Safety	<ul style="list-style-type: none"> • Has a commitment to health and safety and fosters positive health and safety work practices including staff wellness (e.g. promotes “zero tolerance” of Workplace Harassment and Bullying). • Ensures Hospice Taranaki health and safety policies are followed at all times. • Prepares for meetings, takes minutes and informs staff/volunteers of outcomes from meetings. • Reviews and maintains safe work processes and work conditions. Participates in planning and 6 monthly review of health and safety plan and objectives. • Oversees minimum of 6 monthly emergency evacuation/fire drills and attends to any problems that may be identified. • Works with Health and Safety members on the Health and Safety Committee

to ensure safe working environment including hazard identification and intervention to ensure safe environment.

- Undertakes Stage 1 Health and Safety Representative Training.
- Maintains a current first aid certificate.

It is expected that the Warehouse Manager will take a hands-on role as and where needed and undertake other general duties as agreed with the Group Manager from time to time. This includes assisting with staff and resource allocation (including self) to other hospice retail sites when requested to do by the Group Manager.

Capability Profile

Effective performance in the role requires demonstration of the following competencies. These competencies may also provide a framework for role appointment and future professional development.

Capabilities are the behaviours demonstrated by a person performing the job and identify what makes a person most effective in a role.

Those listed below are expected for any team role in the organisation.

Capability requirements	Behaviours expected
Effective communication	<ul style="list-style-type: none"> • Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.
Decision Making / Problem Solving	<ul style="list-style-type: none"> • Demonstrates effective and timely decision making /problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilising available resources. Is proactive and effective when problem solving is required.
Innovative/initiative	<ul style="list-style-type: none"> • Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements or from an innovative solution.
Resilience /flexibility	<ul style="list-style-type: none"> • Articulates differing perspectives on a problem and will see the merit of alternate points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment to remain productive through periods of transition, ambiguity, uncertainty and stress. • Can identify when needs the assistance/support of supervision or EAP and seeks that support.
Cultural Safety	<ul style="list-style-type: none"> • Demonstrates a commitment to cultural safety by meeting and exceeding cultural needs of customers/clients/colleagues. Manages cultural ambiguity and conflicting priorities well. • Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi. • Demonstrates commitment to the culture and philosophy of Hospice Taranaki.
Teamwork	<ul style="list-style-type: none"> • Works to build team spirit, facilitates resolution of conflict within the team, promotes / protects reputation, shows commitment to contributing to team success. • Holds the confidence and competence to lead teams to maximise their potential.

Education, Experience and qualifications, Interpersonal skills

Person Specification	Essential	Preferred
Education/Qualifications	<ul style="list-style-type: none"> Clean full car drivers licence 	Forklift Licence or ability to obtain
Experience/Knowledge	<ul style="list-style-type: none"> Proven organisational ability Proven ability to work with and lead teams of people including employed and volunteer staff Ability to organise own workload Ability to work independently and as part of a team Excellent customer service skills Understanding of health and safety requirements Experience in a warehousing environment. 	<p>Understanding of the logistics of incoming goods, storage and outgoing goods.</p> <p>Understanding and interest in second-hand goods</p>
Personal Qualities	<ul style="list-style-type: none"> Enthusiasm and initiative Excellent communication skills Flexibility, adaptability and willingness to undertake a variety of duties Able to maintain a robust physical wellness to meet all requirements of the role 	

Hospice Taranaki Values

It is expected that our employees will be aligned with our organisation's values as below



- Are professional in dealings with others
- Demonstrate respect for other staff, clients and community group members
- Understand the need for confidentiality
- Apply the principles of the Treaty of Waitangi to aspects of their job as appropriate
- Interact with other agencies and organisations
- Display a high standard of personal presentation

Ma tini, ma mano, ka rapa te whai - By joining together we will succeed

Hospice Taranaki is committed to meeting and enacting our obligations and responsibilities under the five principles of Te Tiriti o Waitangi as below;

Tino Rangatiratanga	<ul style="list-style-type: none"> • Māori self-determination and mana Motuhake in the design, delivery and monitoring of Palliative Care services and End-of-life care in Taranaki.
Equity	<ul style="list-style-type: none"> • The commitment to achieving equitable provision and access to Palliative Care services and End-of-Life care for Māori.
Active Protection	<ul style="list-style-type: none"> • Acting to the fullest extent practicable to achieve equitable End-of-life-care outcomes for Māori, including ensuring that Te Kahu Pairuri Hospice Taranaki, its staff, its representatives and Te Tiriti Partners are fully informed on both Māori End-of-life care outcomes and efforts to achieve equity.
Options	<ul style="list-style-type: none"> • Providing for and properly resourcing Kaupapa Māori End-of-life care and services; and that Hospice Taranaki meets its obligation to ensure that all of its services are provided in a culturally appropriate way that recognises and supports Hauora Māori Models of care.
Partnership	<ul style="list-style-type: none"> • Working in partnership with Māori in the governance, design, delivery and monitoring of Palliative and End-of-life care services and Māori are co-designers of the Palliative care sector and End-of-life Care.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Date Effective:	
Manager's Signature:	
Employee's signature:	