

Position Description

Charity Housie Worker

Job family	Corporate and Service Support (CSS)
Workforce capability framework level	CSS L2
Reporting to	Housie Area Managers
Directly supervising	n/a
Date prepared	6 December 2016

Position purpose

The Charity Housie Worker contributes to the efficient and profitable running of Learning Links' Charity Housie/Club Bingo sessions.

Working under the direction of the Charity Housie Area Managers, and operating within the governing regulations, this position is responsible for:

- Setting up for sessions including loading and unloading materials and preparing these materials and raffle tickets to be used in Charity Housie/Club Bingo sessions
- Calling games,
- Selling cards and raffle tickets,
- Paying winners,
- Providing assistance to customers including supporting them in playing Charity Housie/Club Bingo,
- Cleaning up and packing away after the sessions.
- Providing information/resources on Learning Links Services as required and when asked questions by customers.

Document Control	
Completed by: Leanne Warden	Date: 06/12/2016
Reviewed by: Don Tilley	Date: 30/01/2017

Employee sign off and acceptance		
I have read, understand, and accept the expectations of the Housie Worker Role.		
Employee:	Signature:	Date:

The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.

Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links

Strategic core requirements

Key responsibility areas	Capability requirements	Key performance measures
Sector and organisation purpose and values	<ul style="list-style-type: none"> • A practical general knowledge of a human rights based approach to supporting a person with a learning difficulty and learning disability. • Applies the human rights based approach and Learning Links values in own work. (L2) 	<ul style="list-style-type: none"> • Demonstrates the Learning Links Vales of Empowerment, Collaboration, Excellence, and Integrity in your daily work with colleagues, customers, and Club staff as required. • Demonstrates sensitivity and respect for diversity and difference in customer/members. • See the link between their work and how it supports Learning Links to achieve its purpose.
Leadership and teamwork	<ul style="list-style-type: none"> • Works collaboratively with team members. • Organises own workload. • Checks own work and work of others, providing guidance to less experienced staff. • Shares knowledge and information with team members. • Able to work with minimal supervision, knowing when to escalate issues. (L3) 	<ul style="list-style-type: none"> • Demonstrates a high level of organisational capability by ensuring: <ul style="list-style-type: none"> ○ Equipment is set up and organised prior selling time. ○ The preparatory paper work is set up prior to the session including a count of all stock used throughout the session. ○ PETS are set up and checked prior to selling time. ○ All gift cards, and the float is checked.
Communication	<ul style="list-style-type: none"> • Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. • Interacts with people to give or receive straightforward facts. • Deals with people on practical issues, adjusting communication as needed. • Minimises conflict. • Continues to build a network of relevant contacts. (L2) 	<ul style="list-style-type: none"> • Is well spoken clear, pleasant and polite when speaking with customers face to face and over the microphone. • Follows microphone etiquette. • Reports any Housie related incidents or issues including equipment failure, mistakes, customer complaints, disputes, or any aspects of an underperforming session to your manager. • Attends Charity Housie compulsory staff meetings as required • Shows a commitment to Learning Links by attending "all of staff" functions, development initiatives, and general communication meetings.
Customer relationships	<ul style="list-style-type: none"> • Assists customers to address their practical straightforward needs and expectations. • Adopts a flexible approach. • Has working knowledge of available supports and services. • Undertakes communication and liaison with customers. • Demonstrates confidentiality and diversity awareness. • Provides information and can refer to others. • Understands relevant stakeholder relationships and the 	<ul style="list-style-type: none"> • Receives consistent positive feedback from customers both internal and external. • Demonstrates welcoming and positive approach to existing and potential customers. • Understands and applies relevant knowledge of housie and legislation when interacting with customers. • Is proactive in referring queries and issues when necessary.

Key responsibility areas	Capability requirements	Key performance measures
	<p>importance of these. (L2)</p> <ul style="list-style-type: none"> • 	
Personal accountability	<ul style="list-style-type: none"> • Adheres to organisation policies & procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. • Identifies quality variations against standards and procedures in own work area. • Adopts personal accountability in own role. • Uses resources efficiently. • Maintains organisation's image and reputation in context of own role. (L2) 	<ul style="list-style-type: none"> • Policies and Procedures and legislation is followed at all times. • Is proactive in ensuring a safe workplace for themselves and others by never walking past an unsafe situation. • Helps to create a workplace where work health and safety is considered a value in every situation for all people and those around them. • Takes personal accountabilities and responsibilities for integrating work, health and safety into all of your work activities including storage of materials, movement of materials, avoiding trip hazards, participating in team lifting, identifying and following safe work methods for tasks, leading by example and teaching others safe ways of working. • Arrives at sessions on time to ensure there is adequate time for set up and that tasks are carried out mindfully and carefully and without rushing.
Innovation	<ul style="list-style-type: none"> • Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. • Open to new approaches. • Takes responsibility for continuous improvement and risk mitigation in own work. • Resolves routine problems. • Suggests changes. (L2) 	<ul style="list-style-type: none"> • Has demonstrated willingness to adopt new and improved ways of working. • Is proactive is recommending and implementing agreed improvements.
Experience and qualifications	<ul style="list-style-type: none"> • Is capable across the full range of competencies required for Charity House Operations. (L2) 	<ul style="list-style-type: none"> • Customer Service Experience and capability • Confidence in speaking in public. • Pleasant speaking voice • Computer literacy including Microsoft Outlook, Excel, Word, and data entry. • Proficient numeracy and literacy skills • Cash handling experience including being able to give correct change, and adding multiple purchases to correct total.

Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Service delivery	<ul style="list-style-type: none"> Develops a proactive approach to supplying information about services and support offered. Sends standard emails and correspondence. Gives high priority to service delivery and demonstrates a service focus. Assists more experienced staff with communication with internal and external customers on more complex issues. Provides straightforward support to customers. Assists direct service staff with administrative procedures. (L2) 	<ul style="list-style-type: none"> Housie sessions are run efficiently, safely, within rules and regulations, and in a way that ensure excellence in customer service and standards and a positive reflection of the Learning Links values. Arrives at rostered session ½ hour prior to selling time to ensure there is sufficient time for set up. Remains at the session for the allocated and paid four-hour duration to ensure: <ul style="list-style-type: none"> accurate finalisation of the paperwork safe pack up of the equipment and session effective customer relationships by being available to answer questions.
Work area knowledge and application	<ul style="list-style-type: none"> Undertakes all duties to run a Charity Housie Session. Checks own work for errors. Verifies simple records by comparison with the source of entry. Refers errors or queries for the attention of more experienced staff. Sorts, files and retrieves documents requiring an understanding of relevant procedures and/or document content. Develops capability to assist more experienced staff working on events or projects. (L2) 	<ul style="list-style-type: none"> Demonstrates an understanding of the legalisation that governs the Housie operations by ensuring that all sessions are run in a way that is compliant with the relevant legislation. There are no requests for missing paperwork from the Accounts Department. The session's banking matches all data entry for the sessions including cash receipts, housie portal/and or the excel session spreadsheet, and diary entries. The session makes the required percentage according to the Liquor and Gaming Legislation.
Information technology and workplace equipment	<ul style="list-style-type: none"> Enters data and learns use of relevant communications and technology systems. Elementary understanding of desktop computer operations. Basic knowledge of workplace equipment of various types. (L1) 	<ul style="list-style-type: none"> Excel spreadsheets are maintained as required. Can access workplace documents as required. Sends and receives emails as required.
Reporting, documentation and administration	<ul style="list-style-type: none"> Adheres to reporting, documentation and administrative requirements. Maintains appropriate notes and other documentation to required standard using relevant business systems. (L2) 	<ul style="list-style-type: none"> Achieve 100% documentation accuracy, compliance, and on time submission for all Housie sessions. Maintains correct stock levels of all materials and places orders as required with their area manager.