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Ministry Support Worker, Thrift Store Job Description

Department: Community Engagement and Social Enterprise
Branch: Social Enterprise – Thrift Store
Location: 671 East Hastings, Vancouver
Reports to: Supervisor, Thrift Store

Job Summary:

The Ministry Support Worker, Thrift Store, acts in both retail and ministry support capacities to create a fantastic environment for customers of all income levels and backgrounds. This individual facilitates excellent customer service by creating a welcoming environment through the lens of trauma informed care, using non-violent crisis intervention and de-escalation techniques with challenging customers, and through retail best practices. Outreach responsibilities would extend to customers that may be looking for support in areas of their lives such as poverty, housing and addiction using all the resources UGM has to offer our community in need.

Main Duties and Responsibilities:

Customer Support Duties

- Model Christ in word and deed.
- Create an atmosphere of calmness and compassion in the store by acknowledging each customer who comes through the door, greeting them, and inviting them to feel welcome.
- Build strong relationships with long-term customers. The goal is to increase customer retention and provide vulnerable people with a place they can shop safely and feel welcome.
- From a perspective of Trauma Informed Care relate to and help meet the needs of the guests entering the Thrift Store.
- Provide short-term emotional support for customers who are in need, and refer to other agencies and UGM's continuum of care.
- Collaborate with other UGM team members in Hastings Chaplaincy & Outreach, A&D Recovery Services, Women and Families Centre, and Housing to provide assistance for high-needs customers when they can and are willing to be helped by UGM's continuum of care.
- Maintain accurate information on community resources available to our guests beyond the Thrift Store.
- Among the Thrift Store team, act as the go-to for crisis management with customers.
- Coordinate with UGM Cornerstone/Outreach regarding consistently challenging customers or customers on "breaks." Maintain and update "break" lists for customers who are on "breaks."
- Appropriately engage with customers who are acting inappropriately or suspected of theft. Treat these customers with dignity and firmness, while using best practices to safely de-escalate and prevent violence or further issues.
- Maintain composure and compassion in the midst of challenging customer interactions.
- Maintain a high level of personal and staff safety. Always carefully follow procedures related to customers suspected of theft.
- Peacefully manage customer conflicts via Non-Violent Crisis Intervention techniques.
- Maintain an accurate record of statistics as well as important information on guests/clients for future reference through ETO.

Retail Duties

- Assist customers and answer inquiries.
- Assist in display of merchandise, including sorting and rotating merchandise.
- Operate cash register, balance cash, and prepare documentation for credit card sales.
- Assist with in-store promotions and replenishing shelf stock.
- Alert Supervisor to all emergency problems with difficult patrons, etc.
- Assist with some janitorial duties when required, such as cleaning change rooms, staff lunch room, sweeping floors, dusting display booths etc.

Other

- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Completion of high school required. A diploma or associate degree in social work or social science would be an asset.
- Related work experience is required. A mix of experience in retail *and* outreach or social work or urban ministry is an asset.
- Background in second-hand clothing an asset.
- Good English skills (verbal, reading and writing).
- Basic computer skills (Excel, Word and Outlook).
- Complete UGM Non-Violent Crisis Intervention Course.
- Must be able to lift 50 lbs.
- Excellent customer service skills.
- High degree of comfort in a fast-paced environment.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-Likeness (Level 1)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client-Service Orientation (Level 1)**
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organizational capacities and boundaries.
- **Delivering Results (Level 1)**
Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.
- **Diversity and Cultural Responsiveness (Level 1)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Interpersonal Rapport/Savvy (Level 3)**
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 2)**
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.

- **Teamwork and Cooperation (Level 2)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors within a retail environment.
- **Physical Requirements**
The employee will spend 80% of the time standing. Employee is required to operate a cash register intermittently throughout the day, and to periodically look at a computer screen and use a keyboard. Duties require extended periods of standing and/ or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Must be able to lift up to 50lbs occasionally and up to 35lbs regularly. The employee is required to see, talk and hear.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Employee is required to work with large sums of cash. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems.
- **Hours of Work**
Some weekend or evening work may be required. Moderate overtime may be required.
- **Hazards**
Job requires working with chemicals. Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently in unhealthy conditions, including exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other**
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____