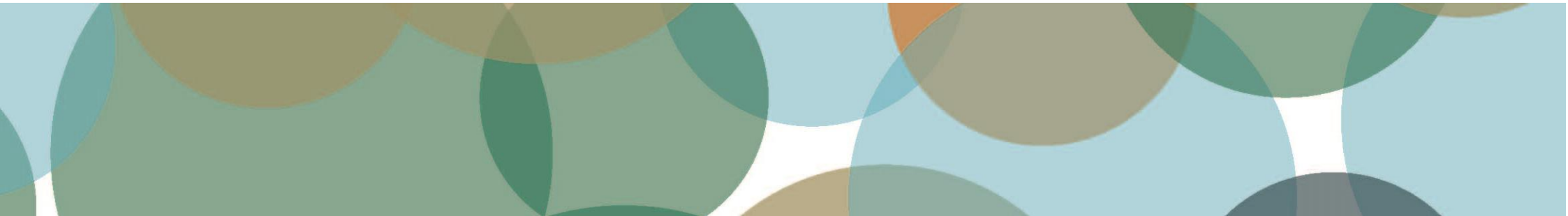




Position Charter

Opp Shop Coordinator – Mackenzie Campus



Reports to:	Gateway Care Pastor
Direct Reports:	Assistant Opp Shop Coordinator, OppShop Volunteer Team Leaders & Volunteer Teams
Works With:	On Track Coordinator, Gateway Mackenzie Staff Team, Gateway Care Coordinator Ormeau, Gateway Care Ministry Team and other Gateway Staff and volunteers.
Role:	Coordinating and developing the operations of the Gateway Mackenzie Opp Shop ministry to ensure they are effective, fruitful and aligned to the mission and values of Gateway Baptist Church.
Load:	3 Days a Week (22.8 hours - The Opp Shop operates daily on Tuesday, Wednesday, Thursday and Friday & also Saturday morning)
Location:	Gateway Mackenzie Care Centre, Gateway Baptist Church
Effective:	Updated: September 2018

Gateway's Mackenzie Opp Shop ministry is a safe and welcoming community hub for people to access affordable and quality clothing and household items and be treated with respect, dignity, care and compassion and given opportunities to connect with the Gateway community through invitations to services and events. The Opp Shop generates income to further support our Gateway Care ministries to help people find hope and healing in Jesus.

Primary Objective of the Gateway Mackenzie Opp Shop Coordinator Role

The role is based on-site at Gateway's Mackenzie Care Centre facility and is responsible for the day-to-day coordination and management of the Opp Shop, the team of volunteers, their rosters and designated duties.

The primary objectives of the role can be further categorized into 6 primary areas of responsibility:

- Leadership and strategic development of the Gateway Care Opp Shop Ministry at Mackenzie and partnering with other ministry leaders in Coordination of Gateway Care ministries across our campuses
- Recruit, train and care for Opp Shop volunteer teams
- Management and administration of the Opp Shop resources
- Manage the efficient and effective operation of the Opp Shop Ministry at Mackenzie Campus
- Promote the Opp Shop ministry to the wider church and community at Mackenzie
- Participate in staff team, Gateway Care & Gateway Beyond Ministry Team

Key Result Area's (responsibility)	Key Performance Objectives (Outcomes)	Key Performance Indicators
<p>Leadership and strategic development of the Gateway Care Opp Shop Ministry at Mackenzie and partnering with other ministry leaders in Coordination of Gateway Care ministries across our campuses</p>	<ul style="list-style-type: none"> • Support the established vision for the Care Centre in harmony with Gateway's overall vision and core values. • Assist the Pastor to develop and expand the Gateway Care ministries, facilities and funding base with a strong emphasis on helping more people to find hope and healing in Jesus • Develop Gateway Mackenzie Opp Shop strategic plan for future growth and development. • Support the establishment of Gateway Care and specifically Opp Shop ministries across Gateway Campuses 	<ul style="list-style-type: none"> • Gateways Vision and Values are supported, promoted and evident through the attitudes and actions of the Coordinator and all volunteers • Effectiveness and efficiency is reviewed annually • Annual Strategic plan is set • Multi campus Opp Shops are supported and resourced as required
<p>Recruit, train and care for Opp Shop staff and volunteer teams</p>	<ul style="list-style-type: none"> • Build strong teams including the Direct oversight of the Assistant Opp Shop Coordinator and volunteer team leaders and team members • Provide leadership and ongoing training and development opportunities for volunteers. • Provide Pastoral Care and oversight of all Opp Shop volunteers. • Arrange appropriate recruitment and induction of new Opp Shop Volunteers • Cultivate a culture of community across the Care Centre with a clear focus on the spiritual development of volunteers and clients 	<ul style="list-style-type: none"> • Annual training and development plan is set • An induction program for new volunteers is developed and consistently administered • Position Descriptions held for all team members and roles are filled • Annual review process conducted directly with all team members
<p>Management and administration of the Opp Shop resources</p>	<ul style="list-style-type: none"> • Operate within the allocated budget resources of the Opp Shop. • Manage relevant systems, documentation and communication of information. • Develop and document all appropriate policies and procedures. • Develop and maintain a clear understanding of issues of compliance relevant to the Centre and operate within the relevant OH&S laws and policies. • Operate within all relevant governing regulations, compliance standards and policies 	<ul style="list-style-type: none"> • Annual budget targets are achieved • All policies and procedures are consistently applied, reviewed regularly and training is provided

<p>Manage the efficient and effective operation of the Opp Shop Ministry at Mackenzie Campus</p>	<ul style="list-style-type: none"> • Responsible for overall organisation, layout, sales and promotions within the Opp Shop & Sorting Shed • Responsible for opening and closing the Shop & Shed at the start and the end of each day • Support the Team Leaders of each area and encourage them to develop meaningful links with Gateway's other ministry areas • Promote volunteer opportunities in the Opp Shop to the church family • Promote Gateway's range of ministries to clients, customers and volunteers • Keep reportable records of interactions, assistance, salvations and counselling as a direct result of this ministry 	<ul style="list-style-type: none"> • The Opp Shop achieves its annual targets and strategic goals • The Opp Shop operates as a compliant and safe workplace • Volunteers confirm that the ministry is a positive and inclusive community reflecting Gateway's vision and values.
<p>Promote the Opp Shop ministry to the wider church and community at Mackenzie</p>	<ul style="list-style-type: none"> • Promote the Opp Shop within the Mackenzie church family and in the wider community. • Oversee events related to ministry area 	<ul style="list-style-type: none"> • An annual communication and promotion plan is set
<p>Participate in staff team, Gateway Care & Gateway Beyond Ministry Team</p>	<ul style="list-style-type: none"> • Participate as a member of the Gateway Care Ministry team along with overall Gateway Beyond teams • Participate as a member of the Gateway staff leadership team including attendance at weekly staff meetings • Meet fortnightly with the Gateway Care Pastor • Works alongside and in partnership with the On Track Ministries Coordinator • Reporting on Opp Shop Ministry and Operations 	<ul style="list-style-type: none"> • Attendance and participation in all staff meetings and events. • Participation in Beyond Month and Thanksgiving Day events and promotions. • Provide a monthly report to the Pastor on the progress towards Key Performance Objectives of the Opp Shop

KEY COMPETENCIES	KEY ATTRIBUTES
<p>CHARACTER</p> <p>1. Lifestyle consistent with a growing Christian faith;</p> <p>2. Demonstrate the ability to be self-motivated, be able to work independently and take initiative in leadership responsibilities;</p>	<ul style="list-style-type: none"> • Personal and growing relationship with Jesus • Godly character • Pastoral Heart • Integrity in Leadership • Problem solver • Personable, Relational, Communicative • Team Player • Conflict resolver • Support and exhibit Gateway Vision, Mission and Values • Good communicator • Management experience in a retail environment • Capacity to work with diverse team of volunteers • Regularly attends and is part of the life and community of Gateway Baptist Church Mackenzie.
<p>COMPETENCE</p> <p>3. Demonstrate an understanding of Gateway’s vision and the importance of Gateway Care Ministries.</p> <p>4. Be able to demonstrate a proven track record of leadership skills including; a demonstrated ability to work as a team member, team builder and team leader; as well as the capacity to train and equip others.</p> <p>5. Is able to demonstrate sufficient competence in the recruitment, management and administrative skills required to run successful volunteer teams;</p> <p>6. Strong communication skills with a variety of ages and group sizes.</p> <p>7. Ability to work collaboratively with others in developing best ministry practice.</p>	
<p>CAPACITY</p> <p>8.. Be able to demonstrate a capacity to lead a complex and growing ministry;</p>	

<p>9.. Be able to demonstrate a capacity to provide strong leadership to a voluntary team;</p>	
<p>CONVICTION</p> <p>10. Demonstrate a strong personal Christian conviction, personal love for the Word of God and adherence to Qld Baptist Statement of Belief;</p> <p>11. Conviction that the local church is the primary vehicle used by God to bring the good news of Jesus Christ to the world;</p>	
<p>CHEMISTRY</p> <p>12. Is able to demonstrate a commitment to Gateway's Vision and Values;</p> <p>13. Is able to demonstrate effective relational and leadership skills consistent with the collaborative style of Gateway's broader ministry and leadership team.</p>	