



Volunteer Position: **Retail and Donation Support**

Contact Information: Michael Taylor – Community Liaison Coordinator
250-480-4006 ext. 204
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Time Commitment: 3 hours+ per week.

Location: *WIN Resale Shop*
#2 – 310 Goldstream Ave

WIN's Vision

A community where women, trans, non-binary, and 2-Spirit people can freely pursue a passionate and fulfilled life.

WIN's Mission

To support women, trans, non-binary, and 2-Spirit people along their journey between crisis and wellness.

WIN's Values

Self Sustainability, Self-Responsibility, Healthy Relationship, Entrepreneurship, Conscious Choice, Personal Growth and Empowerment, and Environmental Responsibility.

Position Open To:

Volunteer positions are open to anyone over the age of 16, or 14 with parental consent. Members of visible minority groups, Indigenous people, persons with disabilities, LGBTQ+ persons, trans and gender-variant persons, ESL individuals and new-comers, and others with the skills and knowledge to engage productively with diverse communities are encouraged to apply.

Major Responsibilities:

- Follow Health and Safety Protocols
- Store Functionality – Assist with distributing new stock to shelves and racks, assist with stock rotation of older items, sort/organize stock (by colour, size, likeness, etc.)
- Store Maintenance – Dust shelves, sweep floors, straighten clothing and general stock
- Stock Preparation – Assist preparing stock for sale, such as tagging clothing
- Store Sanitization – Assist with tasks relating to COVID-19 cleaning needs
- Customer Service – Greet customers, help customers find items, bag purchases.
- Sorting and Prepping Donations – Assist with the receiving and processing of donations
- Hanging and Tagging Clothing – Assist with the preparing of clothing for sale
- Cashier – Optional role as cashier to relieve staff for breaks

Skills and Abilities required:

- Respect for all individuals regardless of race, nationality, gender, sexuality, class, ability, or religion
- Demonstrates interpersonal skills
- Works well in a team
- Ability to give and receive feedback
- Ability to follow direction

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- Ability to stand for long periods
- Merchandising experience is an asset
- Desire to develop communication skills (ESL)
- Attention to detail

Working Conditions:

- Indoors, overhead lighting, temperature regulated, medium to low noise levels including background music, some natural light, onsite break room and washroom available.

Physical Accessibility:

- Wheelchair accessible entrance, working area, washroom and break room.

Training Provided:

- Overview of WIN Co-op with Community Liaison Coordinator, take-home orientation package, and onsite one-on-one training with a designated supervisor such as daily tasks, goals, health and safety including communicable Disease Prevention plan and COVID-19 protocols, site orientation.

Responsible to:

- Location Supervisor, Location Manager, Community Liaison Coordinator

Benefits to Volunteer:

Volunteers are an integral part of Victoria Women In Need Community Cooperative. Volunteering at WIN Co-op helps us to deliver 5 empowerment programs to Women, Trans, Non-Binary, and 2-Spirit individuals in the Greater Victoria Area.

- 50% discount after 3 months of volunteering
- Co-op membership opportunity
- Flexible hours
- Roles that reflect volunteer interests
- Opportunity to develop skills in communication, retail and thrift store operations, and more.
- Ongoing training opportunities covering various themes including gender diversity, disability awareness, and emergency management.
- Community building and networking
- Much More!

Volunteers are essential to the rich tapestry that is WIN Co-op. By sharing their time, energy, talents, and commitment with WIN, we thrive as an enriched organization, able to accomplish so much. Volunteering at WIN has a deep impact on our program participants, our staff, and the community as a whole.

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