

For women let down by the system.

For women with nowhere else to turn.

For women who've suffered.



Charity shop Volunteer

From our Birmingham centre, Anawim provides trauma informed services including holistic support and advocacy to enable women to reach their potential

Our Vision Statement:

A world where women are safe, free, valued and equal members of society.

Our Values:

*Anawim believes in the intrinsic **value** of every person and **welcomes** each woman **without judgement***

*We are deeply committed to **listening** to our women and building services around their **needs***

*We **help** women to navigate the complex challenges they are facing and we do all that we can to **support** them for as long as they need us*

*Anawim **empowers** women to make positive changes to turn their lives around, helping them, one step at a time – to become **independent***

*We **want the best** for our women and to make sure their basic needs are met. We **won't rest** until we've done all we can to keep them **safe**.*

Purpose

Anawim have a new fantastic opportunity to open a charity shop in Moseley in April 2024, providing goods to the local community and promoting our core services, offering another safe space for women to come and gain support, and to run a social enterprise that offers work opportunities to our women and creating funds to go back into our core services.

Being a charity shop volunteer, you will contribute to excellent customer service, processing transactions on the tills, replenishing stock and putting up eye-catching displays to entice customers in. Behind the scenes, volunteers get involved with store housekeeping and administration, sorting through donations to find those hidden gems and preparing goods for sale by sorting, steaming and pricing items.

This is also your chance to gain experience and training in a third sector organisation supporting women and, if desired, benefit from support and opportunities to work towards a meaningful career with a difference.

Subject to interview you will receive training and coaching prior to commencing the role, and ongoing training and support is offered throughout your volunteering. You will support our women working within the shop to gain work experience, and the women who may seek support during the shop opening hours, signposting them to our busy drop in at our centre. You will work with the drop in staff to organise products and to ensure we are selling the best products to the local community and wider on Ebay, and to promote the support we can offer to women in the local community.

Roles and Responsibilities:

1. Support the shop manager and team in the shop by:
 - Serving members of the public as Cashier on the shop till.
 - Sorting and grading stock, hanging, sizing and tagging clothes for display.
 - Dusting, hoovering, polishing and cleaning.

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- Replenishing stock in the shop.
 - Rotating stock.
 - Steam Cleaning.
 - Pricing and displaying stock.
2. To support the Champions/peer mentors who work in the shop, to gain work experience, support, and feel part of the team.
 3. Develop the skills to ensure that you maintain accurate casefiles, record outcomes and interventions using the database and till system
 4. Promote and uphold the Anawim policy on equal opportunities, values of inclusivity, empowerment with awareness of social exclusion.
 5. Be vigilant at all times and report any safeguarding, health, safety or wellbeing concerns to the Shop Manager.
 6. Contribute to online sales dependant on interest, and help promote our new charity shop

We ask for **at least 6 months'** commitment in order to benefit from the training, gain knowledge of your role and crucially to enable you to build working relationships with the women.

We offer regular check ins to support your development and ensure you are achieving your reasons for volunteering and supporting us, and if required we supply references.