

Volunteer Role Description

Your Details			
First Name:		Surname:	
Role:	Regional Volunteer Ambassador		
Volunteer Program/s:	Visitor Services		
Department:	City Activation		
Staff Only	Record No:		

Visitor Services Program

The Victor Harbor Visitor Centre primarily assists visitors with tourism information within the region. We provide information and recommendations to help ensure that visitors to the region have a great stay. The Victor Harbor Visitor Centre also houses the South Australian Whale Centre, offering an interactive exhibition and educational experiences focused on local marine wildlife.

Role Overview – Regional Volunteer Ambassador

The purpose of the Regional Visitor Ambassador is to promote the region and all of its attractions (including the Whale Centre), providing recommendations, advice and assistance to visitors and the community. These recommendations might include things to do, attractions, accommodation and events. Volunteers are key ambassadors for Victor Harbor and Fleurieu Peninsula.

Location

The Regional Volunteer Ambassador Program runs from the Victor Harbor Visitor Centre located at 2 Railway Terrace, Victor Harbor.

Key Employee Relationships

The Regional Volunteer Ambassador will report to the Business Operations Coordinator - Visitor Services and the Support Officer on duty. The Regional Volunteer Ambassadors work with and assist staff within the City Activation Team within the City of Victor Harbor.

Time Commitment

We request that Regional Volunteer Ambassadors are able to commit to regular shifts (4-6) each month preferably including one weekend shift per month where possible.

Key Activities

- Provide a friendly welcome to visitors and locals
- Assist visitors by the provision of appropriate advice and information so that they have the best possible experience
- Welcome phone callers in an efficient, effective and friendly manner, assisting them with their enquiries and facilitating messages.
- Welcome visitors to the Whale Centre, explaining our unique collection and local marine life
- Ascertain the needs of visitors and assist with positive information and options about tours, accommodation, experiences and assist with booking processes when requested.
- Develop a knowledge base of the region and keep up to date with new developments and keep knowledge up to date with training and familiarisations
- Process sales through our Point of Sales system.
- Collect required statistics to provide a data base plan for future planning.
- Refer any inquiries beyond general visitor enquiries to the relevant Support Officer – Visitor Services.
- Assist with the arrival of school groups for education programs in partnership with the appointed provider.
- Assist with the development of positive relationships with local tourism operators
- Work with staff, in a negotiated capacity, to support special activities, festivals and events organised by the City Activation Team
- Assist with housekeeping of the Centre to maintain a safe and healthy work environment
- Assist staff with opening and closing procedures at the centre
- Keep staff up to date with your availability in order to enable effective rostering
- Wear the appropriate uniform and badge provided
- Assist with mentoring new volunteers when required
- Update information and promotional material for physical or digital distribution as required.

* Volunteers may, from time to time, be asked to do additional tasks. This will only occur by negotiation and mutual agreement with staff.

Benefits of the Role

- Meeting new people and making a positive difference in their lives.
- Develop new social networks with staff, volunteers, community members and clients.
- Apply existing knowledge and skills.
- Opportunity to learn new skills and increase knowledge.
- Training and personal development opportunities.
- Friendly supportive environment.
- Contribute to tourism within the region

Skills, Knowledge, Experience and Qualifications

- Communication skills
- Customer service skills
- Attention to detail
- Knowledge and basic skills of operating computer and digital devices (Instruction and training will be given for dedicated programs).

- A high level of reliability, flexibility, adaptability and enthusiasm
- Ability to work as a member of a team
- Be respectful of differences in cultures, abilities and backgrounds.
- Understanding of the vision of the City of Victor Harbor.
- Understanding of the principles of Work, Health and Safety and of Equal Opportunity.
- Understanding of the City of Victor Harbor Volunteer Policy and Volunteer Code of Conduct.

Attributes

- A positive and engaging disposition that supports customer engagements.
- An interest in people and regional travel and local visitor experiences.
- A willingness to work as a part of a team.
- A preparedness to undertake training and learn new systems and processes

Mandatory Requirements

- Adherence to City of Victor Harbor Safe Environment Policy including Working with Children Check
- Parent (or guardian) consent required for volunteers under 18 years of age.
- Adherence to City of Victor Harbor COVID-19 Vaccination Policy.

Training

As a Council volunteer you will be required to participate in the following sessions to ensure you are appropriately prepared for your role:

- City of Victor Harbor Volunteer Induction (preferably prior to commencing your volunteering role).
- Site specific and role specific program induction, including specific Work Health & Safety training.
- “On-the-job” training specific to volunteer role.
- COVID Awareness will be included as part of your induction and some programs will require you to complete an online COVID Marshal or COVID-19 Infection Control training course.
- Review COVID Safe Plan for volunteer program.

Council will endeavour to provide flexible training options, however where essential training and refreshers are required, attendance is compulsory to ensure that we continue to provide a safe environment for our volunteers and clients.

Your Responsibilities

- Work within the guidelines provided by this role description.
- Take reasonable care for your safety and the safety of others.
- Attend regular meetings and training deemed to be essential for your role.
- Comply with all policies, procedures, guidelines and instructions relevant to your role.
- Adhere to the City of Victor Harbor’s Code of Conduct which incorporates volunteers.
- To understand and have a respect for confidentiality.
- To accept direction and supervision from the Business Operations Coordinator and Support Officers.
- Maintain a high level of confidentiality

Work Health and Safety

Under the Work Health and Safety Act volunteers are defined as 'workers' and included equally with employees, contractors etc in all matters relating to Work, Health and Safety. Volunteers are equally responsible for the care of their own health and safety and that of others at their work place. Volunteers of the City of Victor Harbor must:

- Follow all established policies and procedures of Council which apply to the tasks you have volunteered to perform.
- Follow Safe Operating Procedures and use Personal Protective Equipment as advised by the Volunteer Program Coordinator.
- Report hazards to supervisors to minimise and control risk.
- Report immediately (or as soon as practicable) any near miss, incident or injury which arises in the course of your volunteer duties.
- Adhere to Council's commitment to a smoke free workplace and agree to refrain from smoking in or around Council owned offices and buildings, within Council-owned vehicles or around minors.

Code of Conduct for Volunteers

The Code of Conduct for Employees Policy details the standards expected of all volunteers whilst volunteering with City of Victor Harbor, and includes the rights and responsibilities of both volunteers and the organisation.

Feedback and Support

- A 3-month probationary period is required to ensure that you settle in well and the role is right for you.
- Your Volunteer Program Coordinator will provide regular support and guidance to make sure you are getting the most out of your volunteering. This will be supported by the relevant Program staff.
- To evaluate the volunteer program and your role within it, your Volunteer Program Coordinator will engage you in an annual catch up to share feedback regarding your volunteering experience, training, support and future.

I have read and understand this Volunteer Role Description and agree to abide by the conditions outlined.

Volunteer Signature	Date
Parent Guardian (if under 18 years)	Date
Volunteer Program Coordinator Signature	Date