

## VOLUNTEER POSITION DESCRIPTION



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**Position Title:** Gallery Support Volunteer

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**Directorate:** Exhibitions Operations and  
Customer Experience Team Leader

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**Department:** Arts and Culture

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**Location of Position:** Walker Street Art Gallery & Arts Centre  
1-9 Walker Street Dandenong Victoria 3175

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**Time commitment:** Gallery opening hours:

- Tuesday – Friday: 12pm – 4pm

Volunteer Position Available:

- Tuesday to Friday: 2 days per week, 11:30am – 4pm
- Saturday: Occasional events or workshops with varied hours due to the nature of the program

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**Reports to:** First line of support is Exhibitions Operations and Customer Experience Team Leader, Curator, Venue Services Officers, followed by Council Wide Volunteer Program

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### **Objective**

To provide gallery supervision and exhibition support at Walker Street Gallery and Arts Centre, contributing to the creation of a vibrant and welcoming environment for our visitors. Volunteers will assist in bringing the gallery to life through their passionate support, helping to execute our exciting calendar of public programs and events. This role is ideal for individuals seeking volunteering opportunities that occur during business hours. Additionally, volunteers play a pivotal role in supporting the arts and culture team to ensure the safety and security of both visitors and artworks.

## **Program Overview**

The City of Greater Dandenong is a vibrant hub for Arts and Culture. The Walker Street Gallery and Arts Centre is the City of Greater Dandenong's home of the Arts. Offering an engaging exploration of modern and contemporary art, and social history. It hosts a dynamic range of exhibitions, artist talks, and openings. Sustaining a vibrant community of art practitioners and diverse audiences. Celebrating diversity and fostering artistic dialogue within the community.

## **Key Responsibilities**

### **Customer Service / Front of House Support**

- Provide friendly and detailed assistance to visitors, covering:
  - Current exhibitions and events
  - Public and education programs
  - Exhibition tours
  - Emergency information
- Contribute to maintaining the gallery's public spaces at the highest standards of presentation.
- Offer front of house support, including welcoming and directing patrons on arrival.
- Take customer surveys for Gallery's exhibitions and events.

### **Events**

- Support gallery events during and outside normal business hours.

### **Training**

- Participate in training in the form of artist and exhibition briefings.

### **Privacy, Security, Safety**

- Internal information about gallery planning is confidential and must not be disclosed to external parties or the media. For details on gallery activities, please consult with gallery staff before sharing with the public.
- Remain vigilant to safeguard the safety and security of:
  - Visitors and staff
  - Works of art
- In case of emergencies, assist the venue staff in implementing the emergency response procedures.

### **Occupational Health and Safety (OHS)**

- Prioritize the health and safety of oneself, fellow volunteers, staff, visitors, and contractors.
- Adhere to all established safe work practices and procedures without causing damage to safety equipment.
- Promptly report any hazards, incidents, accidents, or near misses to supervisors or through the designated reporting system.

### **Skills, experience, and other requirements**

- Punctual and reliable
- Good communication and observation skills
- Appreciation for the arts
- A friendly and approachable manner with confident communication
- Skills and an interest in engaging with the public
- Respect for our diverse community
- Respect for all interactions
- Completion of online training on Child Safe Standards
- Satisfactory police check - at Council expense
- Current Working with Children Check
- Ability to work as part of a team
- Ability to take directions from staff
- Awareness of safety issues
- Maintain client and organisation confidentiality
- A minimum commitment of 3 months is preferred
- Adhere to the Occupational Health and Safety practices.

### **Occupational Health & Safety responsibilities**

- Comply with Council's Occupational Health and Safety policies, procedures and legislative requirements relevant to the position
- Comply with Council's Workplace Behaviour Policy
- Perform work in a safe and appropriate manner
- Take responsibility for your own safety and welfare
- Proactively report any incidents (near misses), injuries, hazards or unsafe work practices.

### **The following general physical and functional requirements may apply to this position**

- Prolonged periods of sitting / standing

### **Organisational Requirements**

- A committed volunteer, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while always respecting the rights of colleagues and customers.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.

- Everyone is covered by Medicare.
- Many people have their own additional private cover and/or their pension benefits.
- In addition, Council has Personal Accident Insurance for registered volunteers who are between 16 and 90 years of age. Please note reduced cover for Covered Persons over age seventy-five (75) years.
- Council's insurances do not cover individuals' private vehicles. We trust that volunteers' vehicles are comprehensively insured. Volunteers will be liable for any fines incurred whilst driving their own vehicle.

### **Child Safety responsibilities**

- Comply with Council's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all child safe policies and procedures.
- Support child safety, fairness, inclusion, and respect for all cultures.
- Report any concerns or breaches of child safety rules as required by law and Council policies.

### **Child Safe Organisation**

Greater Dandenong City Council is committed to keeping children safe and does not tolerate abuse.

### **Additional information**

- Animals and/or children cannot accompany volunteers. Exceptions can be made for guide dogs.
- A current Victorian Driver's Licence is essential where you are required to drive a Council vehicle or your own vehicle. If required to drive your own vehicle, third party insurance is required, and your insurance company is informed (fully comprehensive vehicle insurance is recommended).

### **Access and Inclusion**

- The Greater Dandenong City Council is an equal opportunity employer, committed to building a diverse and inclusive workplace that is respectful and supports creativity and innovation. We encourage applications from First Nations people, people of culturally diverse backgrounds, people with disabilities, and people from the LGBTIQ+ community, and provide a working environment that prioritises Cultural Safety. If you need assistance with this application due to a disability, please contact us at [council@cgd.vic.gov.au](mailto:council@cgd.vic.gov.au) or 03 85711000
- Walker Street Gallery and Arts Centre is accessible to people with disabilities via a permanent ramp from the parking lot to the 1<sup>st</sup> floor, where exhibitions and events are regularly held in the project space. One unisex public restroom on the 1<sup>st</sup> floor is also wheelchair accessible with grab bars.

### **Support / Training**

- Your first line of support is the staff at Walker Street Gallery and Arts Centre, followed by the Council Wide Volunteer Program.
- A thorough induction of the service will be provided by a Gallery staff member or an experienced volunteer.
- In addition, volunteers will be given opportunities for learning and training lead by the Exhibition Operations and Customer Experience Team lead and Arts and Cultural Development Team staff.
- Formal volunteer recognition events will be held annually.
- All volunteers will be provided with a Position Description and name badge
- All volunteers will be offered opportunities to attend additional training annually

### **Other comments and requirements**

- Any parking or speeding fines are the volunteer's responsibility.
- Instructions will be provided to complete all legal requirements.

### **Council Wide Volunteer Program Contacts**

- Email: [VolunteersProgram@cgd.vic.gov.au](mailto:VolunteersProgram@cgd.vic.gov.au)
- Website: [www.greaterdandenong.com](http://www.greaterdandenong.com)
- Phone numbers: 8571 5335 /85715125/ 0408 579 587

### **Values**

- At the City of Greater Dandenong we have adopted a set of values we call 'REACH' which define who we are and how we interact with each other and our community. REACH stands for:
  - **R**espectful
  - **E**ngaged
  - **A**ccountable
  - **C**reative
  - **H**onest

# GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- We **respect** and care about our community, each other and ourselves.
- We act with **integrity** at all times and in all matters.
- We take time to **listen** to and seek to understand the other point of view.
- We strive to understand and respect the **diversity** of our community and our workplace.
- We understand **our role** in the community and **respect** the responsibility that comes with it.



- We **listen** to our community and respond.
- We **work together** with our community and each other, to achieve the best outcome.
- We have the **confidence** to **challenge** the status quo, to reach for better outcomes.
- We are **action-oriented** in identifying and responding to new challenges.



- We are **proud** of our city, our community and our achievements.
- We spend our time and effort on **solutions** rather than looking for someone to blame.
- We take **responsibility** for our actions.



- We **care** about getting the best outcomes.
- We constantly ask: *What's the **future** and **what's possible**?*
- We have the **courage** to try new ideas.
- We strive for **excellence** in everything we do.



- We tell the **truth**, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, **evidence based** research.
- We act with humility and apply the **highest standards** of ethical behavior to everything we do.

