

VOLUNTEER POSITION DESCRIPTION



Position Title:	Council Ambassador Volunteer
Directorate:	Community Services
Department:	Community Wellbeing
Location of Position:	Various locations in City of Greater Dandenong
Time commitment:	2-4 hours per event
Reports to:	The first line of support will be Council's Festival and Events staff followed by the Volunteer Program

Objective

Enhance the delivery of Council's Festivals and Events by providing a welcoming environment, conducting surveys and providing information to patrons to ensure they have a positive and enjoyable experience at Council run events.

Program Overview

The City of Greater Dandenong encourages and supports festivals and events as one of the major mediums for creative cultural expression that showcases our city and its unique cultural diversity

Key responsibilities

- Provide assistance to staff during event
- Assist at Council Information Marquees
- Conduct a range of satisfaction surveys
- Hand out flyers or other free material to patrons
- Provide information to patrons on the various activities available
- Assist with some Council specific fun activities ie library activities

Skills, experience and other requirements

- Punctual and reliable
- Approachable, courteous & respectful
- Well groomed
- Available to attend briefing sessions
- Able to work in outdoor noisy environments
- Good communication and observation skills
- Respect for our diverse community
- Respect in all interactions

- Ability to work as part of a team and independently
- Ability to take directions from staff
- Awareness of safety issues
- Maintain client and organisation confidentiality
- A minimum commitment of 3 events is preferred
- Satisfactory police check - at Council expense
- Current Working with Children Check – at no cost
- Adhere to the Occupational Health and Safety practices.

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 respecting the rights of colleagues and customers at all times.
- 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.

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

- Manual handling tasks eg lifting and carrying
- Prolonged periods of sitting / standing
- Long / short distance travel.

Volunteer Insurance

- 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.

Additional information

- A current Victorian Driver's Licence is essential when you are required to drive a Council vehicle or your own vehicle.
- When using your own vehicle third party insurance is required.
- It is advisable to inform your insurance company that you will be using your car for volunteering activities for Council.
- Fully comprehensive vehicle insurance is recommended.

Support/training

Your first line of support will be Council's Festival and Events staff, followed by the Volunteer Program. A thorough induction of the service will be provided by a staff member. On commencement new volunteers will be buddied with an experienced volunteer.

In addition, volunteers are offered access to a minimum of four training sessions throughout the year on a variety of topics which have been approved as applicable to volunteering roles within Council.

Two formal volunteer recognition events will be held annually. All volunteers will be provided with a position description and name badge.

You will be supplied with sun hat and suitable all weather clothing to wear at each event along with an individual name badge. Whilst representing Council at outdoor events you will be supplied with water, sunscreen and light refreshments.

Other comments

Any parking or speeding fines are the volunteer's responsibility.

A satisfactory police check is essential (Council will cover cost for this check). In addition, you will be required to complete a Working with Children Check. There is no charge for having a Working with Children Check processed. The application is completed on-line via the Department of Justice website. Full instructions will be provided by Volunteer Program staff in advance.

Council Volunteer Program Contacts

Email: VolunteersProgram@cgd.vic.gov.au
Website: www.greaterdandenong.com
Phone numbers: 8571 5335 / 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:

Respectful
Engaged
Accountable
Creative
Honest

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.

