

VOLUNTEER POSITION DESCRIPTION



Position Title:	Drum Theatre Encore Host Volunteer
Directorate:	Community Services
Department:	Community Arts, Culture & Libraries
Location of Position:	Drum Theatre Cnr Lonsdale and Walker Streets, Dandenong
Time commitment:	2-3 hours once a month on a Wednesday or Thursday commencing at 9.30am
Reports to:	The first line of support will be the Front of House staff and Front of House Supervisor, followed by the Volunteer Program

Objective

Enhance the operation of the Drum Theatre by providing a welcoming environment for all visitors within the theatre and ensure patrons have a positive and enjoyable experience from the moment they enter the venue.

Program Overview

Opened in February 2006, the Drum Theatre is a 521 seat state-of-the-art, purpose built performing arts theatre within the heritage facade of the former Dandenong Town Hall, and situated in the heart of the Dandenong CBD. Dandenong's Drum Theatre has a reputation for engaging equally with artists and the local community and is a vibrant hub for promoting arts and culture.

Key responsibilities

- Welcoming patrons on arrival
- Directing patrons to the theatre facilities ie café, toilets, seating
- Assisting with serving of refreshments
- Offer assistance to patrons with mobility issues to obtain their morning tea
- Handing out promotional materials.

Skills, experience and other requirements

- Punctual and reliable
- Well presented and polite manner
- An interest and knowledge of the theatre and performances
- 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 months 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 the Front of House staff and Front of House Supervisor, followed by the Volunteer Program.

A thorough induction of the service will be provided by a staff member or an experienced volunteer. 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.

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.

Volunteer Encore Hosts provide an invaluable and greatly appreciated service at the Drum Theatre. On days when theatre is not fully booked you may be offered the opportunity to attend the performance.

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.

