

VOLUNTEER POSITION DESCRIPTION



Position Title:	Day Trip Support Volunteer
Directorate:	Community Services
Department:	Community Care
Location of Position:	Various Tourists Locations
Time commitment:	Maximum 7 hours on various days Weekly or fortnightly
Reports to:	The first line of support will be Council's Positive Ageing Team followed by the Volunteer Program staff

Objective:

Enhance the delivery of Council's Day Trips by providing a friendly and welcoming environment, being observant and aware of group participants at venues and assisting and supporting any individuals within the group as required to ensure they have a positive and enjoyable experience. Volunteers and program participants will be encouraged to adhere to Council's REACH values (below).

Program Overview:

The City of Greater Dandenong provides day outings to a variety of tourist destinations for our senior residents to help alleviate social isolation and loneliness. Through word of mouth this program has become very popular and continues to grow.

Values (also see page 5)

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

Key responsibilities:

- Assist the driver with minor administrative tasks ie Attendance Sheet
- Greet participants and handout name lanyards
- Monitor and ensure participants are adhering to current COVID safe procedures. This may include temperature checks, hand sanitiser and proper fitting of face masks
- Notify participants of the all-day parking areas at the pick-up venue
- Advise participants “last call to use the bathroom before we leave”
- Provide minimal assistance to participants entering and exiting the bus, assisting with seatbelts as required.
- Confirm with the driver the number of participants on the bus.

At the venue

- Advise participants to take all necessary personal belongings
- Usher participants close to the entry and wait for the driver
- Conduct multiple head counts as required
- Provide practical support to participants at the venue
- Help to foster relationships between participants and ensuring everyone is involved

End of day

- Collect lanyards from participants
- Check for any personal items left behind on the bus

Skills, experience and other requirements

- Punctual and reliable, with flexible availability. A moderate level of fitness and evidence of COVID 19 vaccination status
- Well groomed with good communication and observation skills
- Friendly, approachable, courteous and respectful preferably with a minimum commitment of 3 months
- Respect for our diverse community, maintaining client and organisation confidentiality
- Ability to take directions from staff, working as part of a team and/or independently
- Awareness of safety issues and adherence to the OHS practices
- A current valid (and ongoing) Victorian Drivers Licence (if driving is required) as well as satisfactory (and ongoing) Working with Children (WWC) and Police Checks supplied prior to engagement and commencement through Council processes.

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, including taking 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:

- Manual handling tasks eg lifting and carrying
- Prolonged periods of sitting / standing
- Long / short distance travel
- Getting in and out of a vehicle.

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.

Support/training

Your first line of support will be Council's Positive Ageing Team, followed by the Volunteer Program.

A thorough induction of the service will be provided a staff member prior to commencement.

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). Police checks must be completed through Council's processes.

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.

You will also need to complete Council's proof of Covid vaccination online form. Full instructions on all these requirements 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

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.

