

POSITION DESCRIPTION

Position Title	Volunteer – Wellington Shire Council <ul style="list-style-type: none"> • Art Gallery • Visitor Information Centre • Bike Education • FReeZA Youth Program • Friends of Botanical Gardens • Community Asset Committees • Wellington Disability Advisory Committee (WDAC)
Business Unit	To be confirmed
Division	To be confirmed
Classification	Volunteer Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	November 2023
Approved By	To be confirmed

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.
Sustainability	Going above and beyond to demonstrate commitment to leading sustainable practices and encouraging and supporting others to do the same

POSITION OBJECTIVE

All Volunteers are to be ambassadors for Wellington Shire Council. The position of a- Volunteer provides an opportunity to support our local community, strengthen networks and provide a sense of belonging and connection. Volunteers will play an important role within our organisation by assisting in the delivery of important services and programs to the community. Key duties may include:

- Assist with the day-to-day operations of the business unit.
- Provide friendly, helpful and accurate information and interaction to both internal and external stakeholders of Council including the public, community members & Council staff.
- Enhance the visitor experience of the region.
- Involve themselves with 'behind the scenes' activations, events and projects.
- Increase awareness of volunteering across Wellington Shire Council.

- Improve the capacity of local community organisations, facilitate and advocate for community engagement.

ORGANISATIONAL RELATIONSHIPS

Reports to	Business Unit Manager / Team Leader / Coordinator
Supervises	Nil
Internal Liaisons	All Council staff including Councillors
External Liaisons	Members of the community, service providers & community organisations

DELEGATIONS/AUTHORISATION

This position has no delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS, AND KNOWLEDGE

Accountability and Extent of Authority

- Positively represent Council and advocate on behalf of the organisation.
- Adhere to Council's Health and Safety, equal opportunity, and risk management policies, plans and procedures.
- Volunteers will only act within their area of responsibility and competence and will not exceed their authority to act on behalf of the organisation.
- Volunteers must take reasonable care not only to their own health & safety, but also to that of fellow volunteers and others at the workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council's Child Safe Policy and Procedures.
- Understanding of and ability to work with diversity within the workplace and community.
- Volunteering is always under the general supervision of the Business Unit manager.

Judgement and Decision Making

- Ability to maintain focus according to priorities as directed by the Manager.
- Guidance and advice are always available.

Specialist Knowledge and Skills

- Understanding of the role of Volunteer and its organisational context including relevant policies and procedures.
- Ability to interact with a broad range of internal and external stakeholders.

Management Skills

- Nil.

Interpersonal Skills

- Ability to relate well to a diverse range of people.
- Awareness of safety issues.
- Enthusiasm and a genuine desire to promote the region.
- Good communication and observation skills.
- Ability to work as part of a team and independently.
- Willingness to learn.
- Good listening skills.
- A professional and friendly approach.
- Neat and tidy appearance.

Qualifications and Experience

- Previous experience in a Volunteering role (desired but not essential).
- Current Victorian Driver's License (desired but not essential).
- Computer skills (desired but not essential).

The ability to obtain and maintain the following qualifications, registration, certifications:

- Satisfactory Police Check.
- Current Working with Children Check.

Physical requirements of the role

The inherent physical requirements of the role are listed below. These requirements are generally considered typical for this Volunteering role; however, the list is not intended to be exhaustive. Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of Volunteering will have the physical capacity to perform the genuine, reasonable, and inherent tasks of the role.

- Bending.
- Manual Handling e.g. lifting and carrying.
- Long periods of sitting and/or standing.

Probationary Period

- There is a probationary period of three (3) shifts for new Volunteers in this position.

POSITION SPECIFIC - RESPONSIBILITIES

Art Gallery Volunteer	<ul style="list-style-type: none"> • Answer questions from visitors about the exhibition or about the Gippsland Art Gallery generally. • Engage visitors informally about exhibition content (note this volunteer role does involve formal tour guiding). • Neat presentation including dress in own smart casual attire. • Assist staff with front of house administration tasks.
Visitor Information Centre	<ul style="list-style-type: none"> • Welcome visitors – respond in a friendly, efficient, and unbiased manner to all visitors into the centre. • Ensure that knowledge and information provided is accurate and current. • Work with staff and volunteers as part of the Visitor Services team to provide high quality service. • Attend volunteer training programs as required. • Provide information to visitors on local attractions and activities. • Tidy and replenish shelves with stock and pamphlets. • Attend and provide information for the public at events where required.
Bike Education	<ul style="list-style-type: none"> • Assist in running bicycle safety skill courses for youth. • Bike maintenance education • Organising group rides • Assisting with rostering volunteers • Set up, running and pack down of sessions
FreeZa (Youth)	<ul style="list-style-type: none"> • Attendance and participation at weekly meetings and FReeZA Program events • Event Management • Promotions and Marketing • Stage Management • Technical and Sound Production • Occupational Health and Safety • Communication Skills
Friends of Botanical Gardens	<ul style="list-style-type: none"> • Tour Guides that are trained up to take Botanical Gardens tours. • Encourage appreciation of the natural environment and its value to the community • Encourage the preservation, research and study of the history and ecology of the gardens. • Assist with the general promotion of the Parks Unit • Contribute towards the day-to-day operations of the Parks Unit
Community Asset Committees	<p>A Committee is appointed to manage Council owned or managed facilities on behalf of Council.</p> <p>The objectives of the Community Asset Committee shall be:</p> <ul style="list-style-type: none"> • To manage, operate and maintain the facility for the community in an efficient, effective, and practical manner.

	<ul style="list-style-type: none"> • To undertake activities designed to protect, promote, utilise, and develop the facility for the use and enjoyment of the local community in line with Council policy and relevant Council strategic documents. • To keep the Council informed on the operations, improvements, and advancements of the facility by forwarding copies of all minutes of all ordinary and extraordinary meetings and the Annual Report. • To set, maintain and collect appropriate user charges. • To ensure that the facility's capital assets are adequately maintained. • To provide advice to Council on matters relating to the facility. <p>Roles on the Committee may include (but is not limited to) Chairperson, Secretary, Treasurer, maintenance, hire processes and general committee support.</p>
Wellington Disability Advisory Committee (WDAC)	<ul style="list-style-type: none"> • WDAC is a Council Advisory Group that provides advice and feedback on accessibility and inclusion matters that concern the communities across Wellington Shire. • Volunteer community members meet four times a year. • Provide advice into Council's Disability Action Plan, including actions relating to the Plan, as requested by Council. • Provide representation on Council steering groups for major projects. • Members may conduct site accessibility visits of Council facilities, as requested by Council.