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| Position Title | ENVIRONMENTAL EDUCATION CENTRE VOLUNTEER |
| Position No. | VOLUNTEER |
| Department | Infrastructure and Environment Department |
| Branch | Environment and Sustainability Branch |
| Section | Environment and Sustainability Education and Awareness |
| Award Stream and Level | Volunteer Administrative Services |
| Review Date | May 2023 |

Our Values:



COLLABORATION



COMMUNICATION



INTEGRITY



EFFICIENCY



LEADERSHIP

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| Our Purpose | Together we proudly enhance the quality of life for our community. |
| Our Values | Underpin behaviours that support and enable us to work constructively together to achieve our purpose. |

1. PRIMARY ROLES:

The Environmental Education Activities Volunteer role is based at the Queens Park Environmental Education Centre and plays a key role in running the centre day to day and providing environmental educational and promotional information to visitors of the centre. Volunteers in this role will greet and interact with visitors to the centre providing information and education on Ipswich's natural environment and how residents and visitors can help care for the environment. They will also assist in the design, set up and running of displays and activities in the centre for children who visit the centre.

2. ORGANISATIONAL STRUCTURE:

This position reports to and is supervised by the Environmental Education Officer/s and/or Community Partnerships and Volunteer Coordination Officer.

3. KEY RESPONSIBILITIES:

- 3.1 Greeting visitors to the centre and encouraging them to engage with the space, resources and activities. This includes providing environmental educational and promotional information as relevant to their enquiry.

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- 3.2 Assist in the general operation of the centre including but not limited to:
- Opening, staffing and closing the centre on a rostered basis
 - Restocking and reordering brochures
 - Keeping the centre presented in a professional and tidy manner
 - Following all Workplace Health and Safety requirements
- 3.3 Be informed on and help educate the public on Council's environmental initiatives including but not limited to:
- Where the public can go to explore the natural environment on foot, pushbike or horseback
 - Ipswich's iconic species
 - How residents can partner with council to protect the environment on their properties
 - How to improve the local waterways
 - How residents can become involved in landholder partnership programs
 - Information on recycling, reusing and reducing waste
 - Environmental Education related and broader council events and programs
- 3.4 Assist the Environmental Education Officer to design environmental education activities suitable for children to be run in the space including school holiday programs
- 3.5 Assist in researching and identifying suitable resources required for display in the centre or needed to run activities.
- 3.6 Assist or work independently to set up, run and pack up approved activities in the centre
- 3.7 Create or set up resources and displays in the Environmental Education Centre

4. CORPORATE EXPECTATIONS

Volunteers are expected to be familiar with and comply with the Code of Conduct.

- The volunteer shall comply, so far as is practicable, with the Work Health and Safety requirements outlined below and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Participate in planning, hazard identification and risk assessment of work activities
 - Report any new work hazard(s) to your supervisor
 - Undertake work only for which you are competent and skilled
 - Question any actions or decisions that you think are unsafe

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- Follow documented work instructions, control measures and procedures
- Actively participate in all training provided
- Correctly use and maintain PPE provided, protect yourself, your colleagues and others
- Consider safety every day.

5. QUALIFICATIONS:

Desirable: Customer service experience, environmental, education, or children related experience (e.g. early years education, teaching, studying education or environmental management OSHC), passion for and knowledgeable about Ipswich and it's natural areas and/or an appreciation for protecting the environment

Essential: All volunteers in this role must comply with the provisions of the commission for Children and Young People and **must possess a current Blue Card** (can be provided by Ipswich City Council prior to commencement).

5a. ADDITIONAL FACTORS: 6. CUSTOMER SERVICE:

The volunteer will support Ipswich City Council's Customer Service Policy and comply with the provisions and principles contained in the policy and the commitment to customer service.

6. SELECTION CRITERIA:

The Volunteer Coordinator will select the most suitable volunteers based on the following requirements:

- 6.1 Excellent communication skills with demonstrated ability to represent the Ipswich City Council with a wide range of external customers.
- 6.2 Passion for Ipswich's unique natural environment and a willingness and ability to learn about council program and initiatives
- 6.3 Demonstrated ability to engage with children and their parents and run activities for small groups of children/people independently or as part of a team
- 6.4 Demonstrated ability to work within a team environment and take direction from Council staff.