

Position Title	VISITOR EXPERIENCE VOLUNTEER – NATURE CENTRE
Position No.	VOLUNTEER
Department	Infrastructure and Environment Department
Branch	Field Services Branch
Section	Nature Centre
Award Stream and Level	Volunteer Administrative Services
Review Date	June 2023

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 primary role of the Visitor Experience Volunteer – Nature Centre is to engage with the visitors of the Nature Centre answering general enquiries and ensuring the safety of both animals and visitors in the interactive areas of the centre.

2. ORGANISATIONAL STRUCTURE:

The position reports to Supervisor (Nature Centre).

3. KEY RESPONSIBILITIES:

- 3.1 Stationed at key locations around the nature centre, volunteers greet visitors and answer general enquiries they have about the nature centre, the animals and Ipswich in general.
- 3.2 Assist visitors in interacting appropriately with the animals in our interactive spaces (e.g. barn and free flight aviary) reminding them of the Nature Centre rules where required.
- 3.3 Report any issues, injury's or damage to the NC staff team via radio or at the completion of shift

Our Values:



COLLABORATION



COMMUNICATION



INTEGRITY



EFFICIENCY



LEADERSHIP

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- 3.4 General maintenance and cleaning of animal enclosures including cleaning, washing, raking, shovelling, scrubbing where requested by the team
- 3.5 Ensure a high level of professionalism is maintained while undertaking responsibilities and communicate with visitors of the Ipswich Nature Centre in a polite and considerate manner.
- 3.6 Abide by all Workplace Health and Safety Guidelines including wearing required and supplied PPE at all times.
- 3.7 Report potential hazards or security breaches to Ipswich City Council

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, pre-starts 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
 - 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.
- Security of Council information viewed or accessed during the performance of your volunteer duties is contained in the provisions of the Ipswich City Council Code of Conduct for Volunteers and you are required to ensure the security and appropriate intended use of Council information at all times.

5. QUALIFICATIONS:

Desirable: Strong knowledge of animals and Ipswich’s local area or willing to learn, physically fit and able to stand and be active for long periods of time, Prior customer service experience with a customer focused happy disposition

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Essential: Proof of Q Fever Vaccination must be provided before commencing work in this role

5a. ADDITIONAL FACTORS:

This position may be rostered on a weekend shift and may be required to work on public holidays. This is a role which is based predominately outdoors where volunteers will be exposed to weather and expected to attend shift in a range of weather conditions (e.g. even if it is raining).

Volunteers are expected to commit to this role for a minimum of 6 months with a probationary review at 3months. At the end of the 6 month block volunteers may be invited to continue or apply for another block depending on the needs of the program and department at the time.

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 Sound knowledge of animals and the Ipswich region or a willingness to learn
- 6.3 Ability to carry out physical nature of the role including manual handling tasks, walking around on a range of terrains and being active for the duration of the shift
- 6.4 Demonstrated ability to work within a team environment and take direction from Council staff.