

Volunteer position	Program	Team	Reporting to
Adelaide City Guide	Economic Development & Tourism	City Experience	Visitor Information Services Coordinator/ Support Coordinator

## Adelaide City Council's volunteer program

Activities of Adelaide City Council's Volunteer Program contribute to delivery of the City of Adelaide 2016 - 2020 Strategic Plan.

Volunteering is highly valued in the City of Adelaide with volunteer activities contributing significantly to the positive experiences of residents, businesses, visitors and students.

## Volunteer vision

Volunteers will be given the opportunity to share their passions, abilities and skills in meaningful ways that strengthen community capacity.

Activities of Adelaide City Council's Volunteer Program create a sense of belonging, enable creative expression, promote social inclusion, challenge inequity, encourage sustainable practices, and promote wellbeing in City Communities.

## Brief description of the role

To provide a roving face to face tourism & community information service to the public, visitors and tourists to Adelaide and South Australia

## Tasks

- Assist visitors to the city with general tourist information, directions to attractions, public transport and key services in the City especially in areas of high visitation such as Rundle Mall, King William Street and Victoria Square.

## Essential & desirable skills, knowledge & personal qualities

### Essential

- Excellent customer service and able to communicate with people from diverse backgrounds
- Able to work as a team member and individually as required
- Excellent general knowledge of Adelaide's community services, tourist attractions & venues.
- Ability to give clear and accurate directions
- Interest in tourism and a passion for Adelaide and South Australia
- Display a commitment to on-going learning and development of product knowledge
- Able to carry 2-3kg satchel bag, and be able to walk/ stand for a 3hour 45 minute shift

### Desirable

- Experience in Tour Guiding

## Training, induction and time commitment

### Training & Induction

All volunteers must participate in the Adelaide City Council's:

- Volunteer generic induction
- Site specific induction (inclusive of manual handling training and operating procedures where necessary)
- Completion of the online Workplace Health and Safety module
- Attend training provided by the Volunteer Supervisor to maintain or develop skills relevant to the role

### Time Commitment

- Adelaide City Guide shifts are available Monday through Friday are 9am to 12noon Monday, Thursday and Friday, 9:30am to 12:30pm Tuesday and 10:00am to 1:00pm Wednesday. Some afternoon shifts are available depending on volunteer numbers and the season.
- Volunteers are expected to attend on-going staff development and training sessions with a minimum of 5 sessions (10 hours in total), plus a Self-Training component of 10 hours. A total of 20 hours is required over a 12 month period.

## Additional requirements

- All council volunteers are required to have a satisfactory current Working with Children Check. This will be provided and updated every 5 years by Adelaide City Council
- Comply with all Council policies and procedures outlined in the Volunteer Handbook
- Adhere to all Work Health and Safety instructions and advice provided
- Where required, uniforms and personal protective equipment will be provided by Adelaide City Council to be worn whilst on duty

## Benefits

Adelaide City Council volunteers are eligible for the following entitlements and benefits

- A MetroCard for use on public transport for travelling to and from the place of volunteering
- Discounts for our City of Adelaide businesses
- Access to free and confidential 24/7 counselling services via the Employee Assistance Program
- Membership with the Adelaide City Council Social Club (a fee applies)
- A voucher for selected Council UPark's when public transport is not a suitable option for travel to and from volunteer shifts
- Reimbursement of pre-approved work-related telephone and travel costs where appropriate

I have read, understood and agree to abide by the conditions set out in this Volunteer Role Statement.

	Print name	Signature	Date
Volunteer			
Volunteer Coordinator			

