

Volunteer position	Program	Team	Reporting to
Digital Hub Tutor	Creative City	Libraries	Digital Programs Officer

City of Adelaide's volunteer program

Activities of City of Adelaide's Volunteer Program contribute to delivery of the City of Adelaide Strategic Plan 2020-2024.

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 City of Adelaide'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 support, guidance and tuition to customers interested in learning about new & emerging digital technologies including basic computer/internet/email, iPad/iPhone, android devices and the [Library's Virtual Databases, such as Streaming Music Online, accessing ebooks etc.](#)

Tasks

- Provide friendly, supportive and clear training instruction to customers
- To use the Digital Hub equipment (e.g. computer/ internet/ email, iPad/ iPhone, android devices and eBooks etc. during training session and up skill in less familiar equipment when required
- Complete Digital Hub administrative procedures (e.g. volunteer timesheets and customer attendance and feedback forms).

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
- A high level of knowledge in the day to day use of computers, the internet, email, online functions and internet abled devices e.g. iPads, iPhones, Android phones, tablets etc
- The ability to be supportive, patient empathetic and encouraging

Desirable

- Experience in the delivery of training

Training, induction and time commitment

Training & Induction

All volunteers must participate in the City of Adelaide'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

- Work hours will be arranged based on volunteer availability and the Digital Hub training program schedule
- It is expected that volunteers will complete at least one shift (2-4 hours) per week
- Attendance at meetings and training as organised by the Digital Hub Coordinator and/or the Volunteer Supervisor.

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
- **COVID-19 Vaccination** - A fully vaccinated workplace will reduce the health and safety risk to our people, minimise the disruption to our services, and support our City to be resilient and recover more quickly from the health and economic challenges that COVID-19 presents. For all City of Adelaide employees, including volunteers, it is mandatory to be fully vaccinated for COVID-19 and to submit your vaccination status with your vaccination certificate

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

Declaration

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			

In the case of the volunteer being under 18 years of age, a parent or authorised guardian must provide consent by signing this document as well as the volunteer, have read and agreed to CoA's policies and procedures including the Code of Conduct and the applicable volunteer role description.

As the parent or guardian please confirm that you have:

Read and agreed to CoA's policies and procedures including the Code of Conduct *please tick*

Read the requirements of the volunteer role description *please tick*

Parent's / Guardian's full name:

Signed: Dated:

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



www.cityofadelaide.com.au