Volunteer position | Program | Team | Reporting to
--- | --- | --- | ---
Social Programs Support | Community & Culture | Wellbeing and Resilience | Healthy Ageing Officer

**City of Adelaide’s volunteer program**

Activities of the City of Adelaide’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 the 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**

Provide assistance to participants on social outings in the Adelaide CBD and North Adelaide region. Social programs are designed to keep residents connected to their community and promote healthy ageing.

*Past social programs have included: Migration museum tour, Art Gallery Tours, movie days, biodiversity walks, and exhibitions at Ayers House.*

**Tasks**

- Meeting participants at designated locations
- Record participant attendance list
- Collect monetary contributions if necessary
- Instructing bus/ taxi drivers on pickups and drop offs
- Engage in conversations with participants
- Assist participants where appropriate
- Report to the Coordinator any concerns that need to be followed up
- Report immediately any incidents during the journey

**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
- Ability to give clear and accurate directions
Desirable
- An interest in sharing events in ACC region with residents of the city.
- An interest in social inclusion and community wellbeing

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

Social outings are usually for no more than 2 hours and generally at locations within the City of Adelaide region. Day and time is dependent on activity.

Additional requirements

- All council volunteers are required to have a satisfactory current National Criminal History Clearance. This will be provided and updated every 3 years by the City of Adelaide
- 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 the City of Adelaide to be worn whilst on duty
- Must have a charged phone with credit for emergency situations to contact City of Adelaide staff / emergency services. (Costs will be reimbursed)

Benefits

City of Adelaide 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
- Staff discounts and benefits under the employee ‘WRAP’ (Work, Recreation and Play) program
- Access to free and confidential 24/7 counselling services via the Employee Assistance Program
- Membership with the City of Adelaide Social Club (a fee applies)
- A voucher for selected Council UPark’s during volunteer shift when public transport is not a suitable option
- 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.

<table>
<thead>
<tr>
<th>Print name</th>
<th>Signature</th>
<th>Date</th>
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<tbody>
<tr>
<td>Volunteer</td>
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<tr>
<td>Volunteer Coordinator</td>
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Our Values

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

**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