

*city of*  
*Victor Harbor*



## **CITY OF VICTOR HARBOR**

### **ROLE DESCRIPTION**

**South Australian Whale Centre  
Education Volunteer**

**RESPONSIBLE TO:** Coordinator – South Australian Whale Centre

**PREPARED BY:** Coordinator – South Australian Whale Centre

**APPROVED BY:** Director of Planning & Regulatory Services

## **ATTITUDE, SKILLS AND KNOWLEDGE**

The Education Volunteer is expected to -

### **Attitude**

- Interact and communicate with volunteers and staff, visitors, and the community in a courteous, welcoming, helpful, and professional manner
- Maintain commitment to the South Australian Whale Centre's strong customer-orientated service in line with the City of Victor Harbor's goals and expectations.
- Accept personal responsibility by fulfilling the stated role description with a minimum of supervision; referring on to staff, when appropriate.
- Welcome and assist new volunteers to feel accepted members of the team.
- Be open to new ideas, and willing to embrace and accept change.
- Work cooperatively and effectively within a highly focused and committed tourism team.

### **Skills**

- Develop, under supervision, the confidence and competence needed to fulfil the chosen volunteer role available within the South Australian Whale Centre.

### **Knowledge**

- Undertake training and induction programmes to acquire a working knowledge and understanding of the core business of the South Australian Whale Centre.
- Commit to a broadening knowledge of whale/marine ecology and conservation.
- Continue to gain knowledge and understanding of Customer service by participating in ongoing in-service training and updates.
- Assist in the induction and training of probationary volunteers.

**EDUCATION VOLUNTEER RESPONSIBILITIES:**

The Education Volunteer has two role components:

- 1. Marine Education Guide**
- 2. Interpretive Guide**

Whilst each role has specified duties, the majority of tasks are common to both. Education Volunteers are required to be able to perform in either capacity.

**Common duties & objectives:**

The Education Volunteers will: –

- Provide current and up-to-date information on whale/marine ecology and conservation to booked groups and on request by visitors. Guides must gauge and modify the amount of information they deliver according to the diversity of group, depth of the question, and visitor interest.
- Deliver education programs based on whale/marine ecology providing key educational outcomes in a fun, exciting and innovative manner.
- Assist visitor enquiries in an objective and unbiased manner.
- Interact with customers in a friendly, courteous, and professional manner.
- Raise awareness of the protection and conservation of whale and marine species, in a professional manner through personal presentation, quality of information and knowledge of the Centre.
- Provide basic, objective information regarding the attractions and services available at Victor Harbor and on the Fleurieu Peninsula, in answer to visitor enquiries please forward detailed requests to the Victor Harbor Visitor Information Centre.
- Assist with the presentation and maintenance of the South Australian Whale Centre and its collections, through house keeping and responsible management of the collection.
- Develop a working knowledge of the scope of the resources in the “South Australian Whale Centre’s Collections”, and relevant information relating to the marine environment and whales.
- Maintain a high level of confidentiality at all times, by respecting the privacy of South Australian Whale Centre related concerns, fellow volunteers, the City of Victor Harbor and its staff.
- Provide staff with details of availability for booked groups; and endeavour to fulfil the obligation by attending each shift as agreed.

- Show a willingness to participate in reasonable tasks, as outlined and to assist staff, as a volunteer under supervision, in conducting the core business of the South Australian Whale Centre.
- Endeavour to attend planned training sessions, meetings, and familiarisation tours as organised by the South Australian Whale Centre staff.
- Wear and care for the prescribed uniform, whilst on duty.
- Refer any enquiries beyond general information to the South Australian Whale Centre staff for processing; e.g. school/group bookings, whale sightings, conferences and events.
- Read, sign, and comply with all reasonable directives from the staff and/or City of Victor Harbor Administration.
- Maintain Volunteer Communication Books and Logs to ensure continuity and quality of visitor service, and foster team effectiveness and harmony.

**Marine Education Guide – additional duties:**

- Attend scheduled group meetings and professional development sessions to develop, update and improve school based education programs.
- Attend and assist with internal and external education programs as rostered.

**Interpretive Guide – additional duties:**

- Ensure the safety and integrity of the collections is preserved by observing visitor movements and actions.
- Attend scheduled group meetings and professional development sessions to update and improve tour-based programs for coach, adult and school groups.

**Shift Commitments:**

- Education Volunteers are required to commit to a minimum of three bookings per month. Should spaces be left unfilled, volunteers may be asked to undertake further shifts which are negotiable.
- The South Australian Whale Centre operates daily between 10:30am and 5pm, except Christmas Day; therefore volunteers will need to be available to work over a 7-day roster.
- **We require volunteers to be available one weekend day per month if education or group bookings are booked.**

**Work Health Safety (WHS)**

- All volunteers are responsible for taking care to protect their own health and safety and to avoid affecting adversely the health and safety of any other person in the workplace, including members of the public and visitors to the Centre.
- Contribute to the maintenance of a healthy and safe working environment as prescribed by law, and described in the City of Victor Harbor's policies and procedures. This contribution includes attendance and participation in all required training and information sessions, and compliance with all relevant council Work Health Safety policies and procedures.
- Report immediately to the supervisor any hazard, near miss or incidents related to health or safety, and then follow procedures as instructed.

**Insurance**

Individuals are covered by the Council's insurance for any injury incurred whilst performing duty as detailed in the Volunteer Role Description.

**ORGANISATIONAL RELATIONSHIPS**

REPORTS TO: Coordinator – South Australian Whale Centre.

INTERNAL LIAISONS: Tourism staff; including other volunteers, and City of Victor Harbor staff.

EXTERNAL LIAISONS: Local / state / national / international visitors; residents; tourism operators; and local business operators.

I agree to the terms and conditions and understand my obligations in volunteering at the South Australian Whale Centre.

Workers Name \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Date \_\_\_\_\_