

Volunteer Position Description

**Volunteer Position Title:**  Event Volunteer

**Department:** Marketing & Communications

**Reporting to:**  Senior Event Coordinator

**Location:** Kew & Various locations, Melbourne

About Guide Dogs Victoria

Guide Dogs Victoria is a leader in breaking down barriers that enable our people to live life without limits.

Guide Dogs Victoria recognises and responds to the diverse needs and choices of our clients. We specialise in providing high quality and safe services and supports to people living with low vision or blindness and other disabilities.

We are one of Australia’s most trusted charities and an employer of choice in the disability and aged care sectors. We recognise and celebrate the diversity of our employees and volunteers and the benefits this brings to our organisation.

Our people enjoy an inclusive and culturally safe work environment free from all forms of discrimination. Guide Dogs Victoria is a place where talent is recognised, and innovation is encouraged.

Purpose of Position

The purpose of this volunteer position is to assist at Guide Dogs Victoria events.

Reporting Relationships

This position reports to and works closely with the Senior Event Coordinator.

The Volunteer Manager is responsible for the overall volunteer program for Guide Dogs Victoria.

The nature of the position may require interaction with staff in other Guide Dog Victoria service and administration departments at times.

Position Responsibilities

* Assist with the setup, running and bump out of the event.
* Cash handling and merchandise sales.
* Liaise with event coordinator with promotion of the event where required.
* Review and evaluate the event, identifying areas for improvement.
* Manual handling, as required.
* Flexibility with hours, as many events are run weekends and evenings.
* Dog Handling for volunteers who have completed and passed the Ambassador Dog Handling Training.

**Compliance**

* Follow all Guide Dogs Victoria policies, procedures and systems.
* Ensure safety of self and others in the work environment.
* Contribute to the identification and reporting of risks and hazards and contribute to their effective control.
* Ensure work meets Guide Dogs Victoria quality requirements and contributes to the enhancement and continuous improvement of our quality systems.
* Maintain a satisfactory background check including a National Police Check, International Police Check (where relevant), National Disability Worker Screening Check (where relevant), and Working with Children Check.

Position Selection Criteria

Knowledge, Skills & Previous Experience

* The ability to follow through and be reliable and accountable.
* Solid communication and interpersonal skills.
* Previous administrative experience.
* The ability to work well within a team and support the department and team goals.
* An understanding of the work of Guide Dogs including dog and Client Services offered would be beneficial.

Personal Attributes

* Mature and professional approach and presentation.
* Presents people with a disability positively and educates others in the community.
* Demonstrates confidentiality and handling of others needs for personal privacy.
* Is outcome focussed and follows through with commitments.
* Is flexible; adapts to changing circumstances and prioritises work and addresses what is important.
* Is collaborative; works with others to achieve common goals and engenders teamwork.
* Works effectively with all staff and volunteers.
* Good time management skills
* Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in communications, problem solving and conflict resolution.
* Adopts personal accountability in own role.
* Maintains organisation’s image and reputation in context of own role.
* Demonstrates commitment to live the Values and Behaviours of Guide Dogs Victoria.
* Demonstrates a strong client and customer focus and a commitment to person centred service practices.
* Able to manage the physical demands and requirements of the job.

Guide Dogs Victoria

ABN 68 004 621 461

**Email:** reception@guidedogsvictoria.com.au   
**Website:** guidedogsvictoria.com.au

**Phone:** 1800 804 805