# Volunteer Assignment

## Carols by Cendlelight Event Volunteer

|  |  |
| --- | --- |
| **Title** | Carols by Candlelight event volunteer |
| **Time Commitment** | 23rd December 2018 24th December 2018 |
| **Department** | Fundraising |
| **Location** | Arts Centre (Myer Music Bowl) |
| **Reports to** | Coordinator of Volunteers, CbC |

## Purpose

## This type of volunteer will support Vision Australia’s major annual fundraiser Carols by Candlelight® providing great customer service to create a safe, positive environment resulting in a successful enjoyable event.

## Key duties

**The volunteer will**

* be a positive and professional representative of Vision Australia
* welcome attendees to the Vision Australia’s Carols by Candlelight®
* provide general support and event information to attendees, referring attendees onto relevant Event Staff as needed
* provide sighted guide to support event attendees as required
* refer any volunteer related issues to the Team Leader, Volunteer Centre Leader or Coordinator of Volunteers as required

***⃰ All volunteer must report to the Volunteer Centre upon arrival for registration***

**The volunteer may**

* Perform duties as outlined by Supervisor (briefing sheet will be provided)

## Essential skills and knowledge

**The volunteer will demonstrate abilities in**

* Excellent communication and interpersonal skills.
* Ability to time manage and troubleshoot
* Comfortable working with crowds
* Demonstrated competency in guiding techniques
* Ability to interact and communicate with others.
* Ability to work independently as well as in a team

## Desirable skills (not essential)

**The volunteer may have abilities in**

* Money Handling
* WHS knowledge/experience
* First Aid training
* Leadership skills

## Training

Training for this role includes:

* Vision Australia Carols by Candlelight®  Volunteer briefing session
* Vision Australia Carols by Candlelight®  Volunteer Information Handbook
* Role specific instruction sheets
* Participate in WHS on site briefing prior to Volunteer Shift

## Our Mission & Values

*Our mission is to provide support to people who are blind or low vision to live the life they choose.*

*Our teams live by Vision Australia’s values.*

* Person-Centred - We measure our success in terms of outcomes for our clients;
* Accountable - We hold ourselves responsible  for what we do and don’t do;
* Collaborative - We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed - We work efficiently and responsibly to sustain and grow our services and influence; and
* Agile - We will adapt, learn and innovate to have a positive impact in a changing environment.

## Vision Australia environment

*Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.*

|  |
| --- |
| ***Signiture of volunteer Date*** |