

Department, Branch, Unit.	Sunshine Coast Council; Infrastructure Services, Environmental Operations (Natural Areas Management).
Location	Mary Cairncross Scenic Reserve , 148 Mountain View Road, Maleny QLD Maroochy Regional Bushland Botanic Garden, Palm Creek Road, Tanawha Maroochy Wetland Sanctuary, Sports Road, Bli Bli
Organisation environment	Sunshine Coast Council’s vision is to be recognised as Australia’s most sustainable region and a leading local government of which the community, volunteers and staff can be proud.
Position Objective & Benefits	Volunteers work closely with Council staff and other volunteers to provide a welcoming, high quality and informed experience for visitors to the reserves. The key benefits of volunteering are; <ul style="list-style-type: none"> • Meet and work alongside like-minded staff and volunteers • Engage and educate local residents and visitors about the natural environment • Assist others to live more sustainably, and • Improve existing skills, develop new skills and gain experience and knowledge through training and a diverse range of volunteer duties and activities
Necessary skills and experience	Prospective Visitor Information Volunteers must be 18 years or older. Volunteers should possess, or demonstrate the ability to rapidly acquire, the following attributes; <ul style="list-style-type: none"> • A personable demeanour and ability to interact comfortably and cheerfully with the public and other volunteers. • Good communication skills • An ability to show initiative and make sound judgement where required • A willingness and ability to learn more about the Reserve and the local environment, and share this knowledge with other volunteers and visitors • Neat and presentable dress standard to maintain a professional appearance to visitors • An ability and willingness to work constructively with other volunteers and Council staff to nurture a positive attitude and work environment <p>While no previous experience is required, general reception, office, phone and cash handling is advantageous.</p>
Key Duties	Visitor Information volunteer work involves direct contact with reserve visitors and may occasionally involve educational support tasks away from the Centres at environmental and community events. The Visitor Information volunteer fulfils an important role at the reserves and has the following responsibilities; <p>Visitor information:</p> <ul style="list-style-type: none"> • Provide a warm welcome to visitors entering the Centres for Conservation, Learning & Partnerships • Take the initiative to meet and become familiar with visitors • Provide information on the educational exhibits • Explain the layout and features of the reserve walking tracks and Centre • Utilise a range of materials, brochures and information technology to assist visitors <p>Reception and administration:</p> <ul style="list-style-type: none"> • Open and close the centre

	<ul style="list-style-type: none"> • Answer the Information Desk telephone and take messages • Check quantities and photocopy handouts and other materials • Assist visitors seeking to make donations • General housekeeping to maintain the professional look and feel of the Education Centre, including displays, sales items and entry foyer • Additional tasks, depending upon volunteer's interests and abilities <p>Retail:</p> <ul style="list-style-type: none"> • Customer assistance and sale transactions for centre products and merchandise • Cash handling and checking float <p>Other</p> <ul style="list-style-type: none"> • Inform council staff of any maintenance or visitors issues, including visitors not complying with regulations (Volunteers do not enforce local rules and regulations). <p>Enrichment Opportunities:</p> <ul style="list-style-type: none"> • Attend volunteer meetings, social events and professional development opportunities where possible. • Volunteers are welcome to participate in other volunteering roles including visitor guiding programs, preparation and installation of centre displays, bushland rehabilitation, program/events planning, flora and fauna research and monitoring programs.
Volunteer hours	<p>Visitor Information volunteers commit to staffing the Information Desk on days and times recommended for each reserve. Currently these times are</p> <ul style="list-style-type: none"> • Mary Cairncross Scenic Reserve is open 7 days a week for two shifts of four hours duration; a morning shift and an afternoon shift. Volunteers commit to one shift each fortnight, on average. Regular attendance rather than occasional attendance is preferred. • Maroochy Regional Bushland Botanic Garden Arts & Ecology Centre is open 5 days per week with volunteers staffing the centre on Tuesdays and Fridays between 10.00am – 2.30pm. • Maroochy Wetland Sanctuary and Cane Cutters interpretation building is open 7 days a week, Cane Cutters interpretation building is staffed by volunteers every Sunday from 9am – 2pm
Training	<ul style="list-style-type: none"> • Undertake a Volunteer orientation & induction prior to commencing work in the Centre • Complete a Volunteer Registration Form and provide to the Support Officer or relevant Council staff person • Attend professional development opportunities whenever possible to gain additional knowledge about the reserves natural systems.
Other requirements	<p>Email access from home is an advantage to receive our communications but not a necessity. Bus services are infrequent so Volunteers will need their own transport to reach the reserves.</p>
Reporting arrangements	<p>Centre volunteers report issues and incidents to the relevant Council officer and/or the reserve volunteer Support Officer. The volunteer support officer also provides volunteers with roster and administrative support.</p>

**Workplace Health
and Safety**

All Volunteers must commit to ensuring all activities are carried out in accordance with Council's workplace, health and safety policies and procedures. New volunteers as part of their induction will gain an understanding of these policies and procedures.