

## Volunteer Position Description

**Position title: Lead Friends Group Volunteer for the City of Boroondara**

<b>Friends Group Volunteer</b>	
<b>Directorate</b>	<b>Places and Spaces</b>
<b>Department</b>	<b>Environmental Sustainability &amp; Open Spaces</b>
<b>Location</b>	<b>Various</b>

### About the Program - Friends Groups

The City of Boroondara is a local government authority in Melbourne's Inner East, which provides a number of community services and programs that involve volunteers. One of the program/services is Friends Groups.

Friends' groups consist of people with an interest in a specific park, reserve or species. They work in collaboration with Council to promote and enhance the park or reserve, support biodiversity or preserve and protect certain flora or fauna species.

The City's parks are a hub of community life, bringing together people and groups with diverse interests and needs. Friends' groups are designed to allow broad, diverse and inclusive participation and ensure all members of the community receive the same opportunity for engagement and participation in matters concerning parks and reserves. Friends' groups support the efforts of Council and its staff by behaving in a way that is consistent with Council's values of integrity, collaboration, accountability, innovation and respect.

Friends' groups provide the opportunity for community members to develop an ongoing relationship with Council based upon agreed principles and expectations. Members of friends' groups give their skills, life experience, time and expertise to the community and as a result, provide the opportunity for extended services and an enhanced quality of community life, by their active participation.

An anticipated outcome of friends' groups is that more people will feel encouraged to share responsibility for their environment and neighbourhoods, build local networks and participate in civic life with a greater understanding of the role of local government.

### About the volunteer role

Working in collaboration with Council, as a friends groups volunteer, you can help achieve outcomes through actions that build a sense of community stewardship of the park.

These actions *could* include:

- actively participating in agreed volunteer activities in the park (e.g. planting watering, pruning, weed removal, mulching, wildlife monitoring, removal of litter, removal of graffiti, painting, and other approved activities);

- providing input and feedback to Council regarding ideas on significant park issues including planning, capital works proposals, maintenance, improvement, use and character of the park to assist Council in its decision making processes;
- identifying opportunities for the community to contribute to the enhancement of the park;
- working in partnership with Council to protect and enhance biodiversity, vegetation or garden beds;
- promoting sustainable practices in the city's open space;
- networking with other groups, organisations and individuals relevant to the friends' groups' roles and activities;
- contributing to the development of and receiving updates on the implementation of park master plans;
- contributing to the success of events and activities in the park and providing feedback to Council regarding opportunities to improve outcomes;
- documenting the history and features of the park;
- seeking out and participating in educational and knowledge sharing opportunities; and
- other activities as approved by Council.

**Specific to your role as a lead volunteer in your friends group you will:**

- provide induction, instruction and supervision to friends group volunteers undertaking activities in the park or reserve.

## **Support and reporting relationships**

Each friends group is allocated a key liaison Officer from the Environmental Sustainability & Open Spaces department. Induction as a lead volunteer will be by a member of the Environmental Sustainability & Open Spaces department. Friends' group volunteers are not required to complete any formal training although Council may provide training and instruction as required. Specific to your role as a lead volunteer, you must have completed a recognised First Aid course and attend refresher training as required.

## **Responsibilities**

The City of Boroondara will:

- provide the group with a works program annually, that outlines agreed activities to be undertaken
- work with friends groups to identify and minimise risks associated with outdoor work
- provide you with a briefing on your volunteer role on or prior to your first day of volunteering
- provide access to resources and support via the designated member of the Environmental Sustainability & Open Spaces department
- reimburse you for out of pocket expenses incurred in the course of your role if agreed in writing prior to expenditure
- provide you with a copy of Council's Public Liability and Voluntary Workers insurance cover upon request
- in the case of unincorporated groups, provide you with Public Liability and Voluntary Workers insurance cover
- responsibly manage and maintain the park or reserve
- advise the friends' groups where relevant on significant matters relating to the management and future planning of the park including;
  - capital works planning
  - park improvement proposals
  - park tenancies
  - scheduled events

- substantial changes to the normal maintenance regime for the park
- council activities at the park
- other matters affecting the park which may require the groups comment, input or involvement
- relevant policy and strategy development
- invite the friends' groups to participate in open space forums on broad issues relating to parks management and planning
- hold up to two community volunteer activities in the park annually e.g. Tree planting for National Tree Day or community planting days or events
- provide access to pavilions for meetings
- provide materials and technical knowledge to support community volunteer activities
- promote awareness of the group and its activities
- provide contact details or internet links for the Group via Council's website
- undertake planning and implement funded capital improvements
- comply with the Information Privacy Act 2000 when handling personal information
- establish a key liaison point for each friends' group with Council Officers who are responsible for managing the specific park or service.

Friends' groups do not speak for or make decisions on behalf of Council. Their purpose and actions should be aligned to and not conflict with Council's vision, strategic plan, policies, values and objectives. Each friend's group must nominate a convener who will have secretarial responsibilities and be the key contact with Council's designated officer.

Friends' Group Volunteers are asked to:

- adhere to the City of Boroondara's core values (Code of Conduct) - see over page
- inform us or your Leader of any changes to your availability as well as contact details
- undertake the necessary background checks (Police Check and / or Working with Children Check if applicable) and Child Safe Standards online training
- follow established safe working practices, procedures and instructions, in accordance with any briefing conducted by Council
- keep any information expressed by Council to be confidential, or any information that would be considered confidential by a reasonable person in your role, confidential-in relation to Council, Council staff and customers
- take reasonable care for their own occupational health and safety
- report all hazards via Council's website, incidents, injuries and risks as soon as practicable to a staff member

**Specific to your role as a lead volunteer in your friends group you will:**

- ensure that community volunteer activities have been authorised by Council's Environmental Sustainability & Open Spaces Department
- ensure that friends group volunteers have been registered with CoB prior to commencing work with the friends group
- ensure volunteers attending any friends groups activities sign the Volunteer Activity Attendance Sheet
- induct volunteers in the standard operating procedures prior to commencing work
- ensure that volunteers understand the tasks, hazards and controls to be implemented prior to commencing work
- supervise volunteers participating in friends groups activities, ensuring that volunteers follow safe work practices, and work within the guidelines and standard operating procedures
- monitor the implementation and effectiveness of any identified risk controls
- monitor volunteers undertaking tasks to ensure that volunteers are matched to tasks that suit their physical abilities, fitness and experience, and are encouraged to recognise and not exceed their individual physical and skill limits

- participate as a volunteer in the activity as practicable
- provide feedback to Council as required on the community volunteer activity
- perform all duties in a manner that ensures personal health and safety of others in the workplace
- Participate in induction or training as required
- report any incidents or near misses to your designated Council liaison officer
- administer first aid as required

### **Desired skills**

- friendly and welcoming
- able to work with others and provide direction
- effective listening skills
- an appreciation of the nature of voluntary work
- A willingness to take direction and offer feedback is expected
- Good communication skills
- Knowledge of work health and safety principles

### **Requirements**

- undertake Child Safe Standards online training module upon commencement
- have or undertake a Current First Aid Certificate

### **Next steps**

Please complete the Volunteer Agreement form online.

## City of Boroondara Values

The City of Boroondara requires staff to demonstrate six core values in the workplace.

Demonstrating these values is integral to ensuring you have a positive and meaningful experience with the City of Boroondara, and that the people you interact with as a volunteer are treated respectfully.

Below is an overview of these values. Please note that some of these values may not be as applicable to volunteers.

<p><b>Treat people with respect</b></p> <ul style="list-style-type: none"> <li>✓ I listen, to really understand others' points of view</li> <li>✓ I show I care about others' wellbeing, through my words and actions</li> <li>✓ I treat people fairly and with compassion</li> <li>✓ I recognise and value others' contribution</li> </ul>	<p><b>Work together as one</b></p> <ul style="list-style-type: none"> <li>✓ I share information and invite others' input</li> <li>✓ I plan and think from start to finish, in consultation with my stakeholders</li> <li>✓ I build strong solutions through genuine conversation</li> <li>✓ I respect, and commit to, shared strategies, priorities and decisions</li> </ul>	<p><b>Think customer experience</b></p> <ul style="list-style-type: none"> <li>✓ I consult, to really understand our customer and community needs</li> <li>✓ I think, decide and act with our customers' experience in mind</li> <li>✓ I take pride in serving our customers and community</li> <li>✓ I apply a customer experience mindset to my work with internal customers</li> </ul>
<p><b>Act with integrity</b></p> <ul style="list-style-type: none"> <li>✓ I am honest and open in my interactions</li> <li>✓ I do the right thing, by upholding the standards of our Code of Conduct</li> <li>✓ I speak up, and provide constructive feedback when things aren't right</li> <li>✓ I strive to live our values every day</li> </ul>	<p><b>Explore better ways</b></p> <ul style="list-style-type: none"> <li>✓ I think ahead, to anticipate and adapt to changing needs</li> <li>✓ I seek with curiosity, to find the better, simpler or smarter way</li> <li>✓ I am open to new approaches and brave enough to take a measured risk</li> <li>✓ I quickly learn and adapt based on my experiences</li> </ul>	<p><b>Own it, follow through</b></p> <ul style="list-style-type: none"> <li>✓ I take responsibility for my behaviour, actions and outputs</li> <li>✓ I am confident to make effective decisions in my role</li> <li>✓ I do what I say I will do</li> <li>✓ I show initiative to make things happen</li> </ul>