VOLUNTEER POSITION DESCRIPTION
Heritage Hill Museum & Historic Gardens Volunteer Tour Guide

Objective:
To escort visitors through the buildings and grounds of the Heritage Hill precinct and provide historical information.

Tasks:
Lead tours through the Heritage Hill estate. Provide historical information about the homes and grounds. Promote the many uses of the property to tour groups and general visitors. Process sales of merchandise.

Skills and other requirements:
- Enthusiasm about local history
- Readiness to learn about the estate
- Good communication skills
- Ability to remain on one’s feet for up to an hour at a time
- Dependability and punctuality
- Police check at Council’s expense

Time commitment:
3 – 4 hours per week or on a casual basis

Location:
Heritage Hill, 51 Langhorne St., Dandenong

Support/training:
A script for the tour has been developed, providing key information on the houses and gardens, as well as hints for becoming a successful guide. Council staff members are on hand to help you.

Volunteers are offered access to a minimum of four training sessions throughout the year to improve their skills in areas such as emergency first aid and manual handling. New volunteers will be buddied with an experienced volunteer until trained/experienced enough for tours and weekend duties. Two formal volunteer recognition events will be held annually.
Other comments:
A clear police report is essential (Council will cover cost for this check). In addition you may be required to complete a Working with Children Check. The forms will be supplied by the Volunteer Co-ordinator, however you will need to complete and take to the post office for processing. There is no charge for having this check done but you will need to supply a passport size photo to attach to the paperwork which you will be reimbursed for by the Volunteer Program Co-ordinator.

Contact Person:
If you have any further questions, please contact Trish Roche, Co-ordinator, Council Wide Volunteer Program, on 8571 5335, or email proche@cgd.vic.gov.au
GREATER DANDEMONG
AN ORGANISATION OF EXCEPTIONAL CHARACTER

RESPECTFUL
- We respect and care about our community, each other and ourselves.
- We act with integrity at all times and in all matters.
- We take time to listen to and seek to understand the other point of view.
- We strive to understand and respect the diversity of our community and our workplace.
- We understand our role in the community and respect the responsibility that comes with it.

ENGAGED
- We listen to our community and respond.
- We work together with our community and each other, to achieve the best outcome.
- We have the confidence to challenge the status quo, to reach for better outcomes.
- We are action-oriented in identifying and responding to new challenges.

ACCOUNTABLE
- We are proud of our city, our community and our achievements.
- We spend our time and effort on solutions rather than looking for someone to blame.
- We take responsibility for our actions.

CREATIVE
- We care about getting the best outcomes.
- We constantly ask: What’s the future and what’s possible?
- We have the courage to try new ideas.
- We strive for excellence in everything we do.

HONEST
- We tell the truth, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, evidence based research.
- We act with humility and apply the highest standards of ethical behavior to everything we do.