

## **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 week end 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](mailto:proche@cgd.vic.gov.au)

# GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- 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.



- 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.



- 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.



- 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.



- 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.



GREATER  
DANDENONG  
*City of Opportunity*