

| Role Title | Role Level | Reports To Supervisor | Volunteer Work Area |
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| Volunteer – Wildlife Park Animal & Grounds | Voluntary | Senior Wildlife Park Officer – Animal & Grounds | Bunbury Wildlife Park |

Role
 The Volunteer – Wildlife Park Animal & Grounds supports animal care and Wildlife Park maintenance by assisting with feeding, enrichment, and cleaning tasks, while also engaging with visitors of all backgrounds to enhance their experience. The role will assist the Wildlife Park Team to ensure a safe, clean, and enriching environment for both animals and guests.

Range of Duties

- Interact with visitors to the Wildlife Park of all ages, abilities and nationalities.
- Ensuring enclosures and grounds are clean, including sweeping, hosing, raking, and cleaning glass.
- Animal observations as directed by the Wildlife Keepers.
- Assisting with daily animal food preparation as directed by the Wildlife Keepers.
- Assisting with daily feeding and watering of approved animals as directed by the Wildlife Keepers.
- Providing animal enrichment including preparing toys, treats, and other enrichment activities as directed by the Wildlife Keepers.
- Ensure that work areas are maintained in a safe, clean and tidy condition to minimise the risk of accidents.
- Strictly adhere to the safety protocols as directed by the Wildlife Keepers.
- Any duties outside of those specified above are strictly prohibited from being performed.

Essential Criteria

- Current Police Clearance
- Current Working with Children check
- Basic time management and organisational skills
- Basic computer skills
- Reliable
- Good customer service and communication skills.
- Ability to work outdoors in varying conditions.
- Ear Plugs, Gloves, Protective Glasses and Sunscreen will be supplied by the Bunbury Wildlife Park as required.
- Volunteers are required to supply and wear appropriate footwear being steel caps boots (or composite) for outside work and enclosed shoes for inside work, and suitable long sleeve and pants to protect against the elements for outside work.

Desirable Skills & Experience

- General knowledge of Equal Employment Opportunity and Diversity Acts.
- Good customer service and communication skills.
- Good administration skills.
- Experience working in a team environment.
- Possession of a current First Aid Certificate.
- General knowledge of Australian fauna and flora.

Role Information

- The role is voluntary, it is not a paid position.
- As a Volunteer you will have the chance to share your skills and knowledge with the local community and Bunbury visitors.
- You will gain the opportunity to learn new skills, enhance your knowledge and develop hands-on experience within the work area of your role.
- You will receive training and ongoing support in your role
- You will get the chance to connect with like-minded people
- You play an important role in supporting our organisational vision “Bunbury: welcoming and full of opportunities”

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| <p>Mission Statement Welcoming and Full of Opportunities</p> <p>Values Volunteers at the City of Bunbury observe the following Values in their day to day activities:</p> <p>We are Community</p> <ul style="list-style-type: none"> • We are one team • We keep each other safe • We display empathy and respect • We have fun and celebrate our successes • We work together to achieve great outcomes <p>We are Open</p> <ul style="list-style-type: none"> • We are open to opportunities • We actively listen and think things through • We are inclusive and treat everyone equally • We are honest and open in our communications • We are open to feedback to improve our performance <p>We are Brave</p> <ul style="list-style-type: none"> • We lead the change, we own it! • We trust and empower each other • We have the difficult conversations early • We hold ourselves to the highest standard • We have the courage to improve and simplify <p style="text-align: center;">#WEARECOB</p> | <p>Misconduct City of Bunbury volunteers are required to comply with our Code of Conduct and refrain from behaviour that is deemed misconduct.</p> <p><u>Volunteers must:</u></p> <ul style="list-style-type: none"> • Apply accountable and ethical decision making principles within the work environment. • Behave in accordance with legislation, City of Bunbury Council Policies, Management Policies and Employee Code of Conduct. • Understand and observe the definitions of Misconduct and Serious Misconduct as defined in the Corruption Crime and Misconduct Act 2003. • Report any information about actual or potentially fraudulent, corruption or illegal activities, including breaches of the City's Code of Conduct, to your Manager, Director or CEO. <p>Risk Management</p> <ul style="list-style-type: none"> • Understand and adhere to the Risk Management Policy, Management Policies and related procedures. When required, undertake risk assessments for all proposed projects in consultation with Supervisor. • Apply sound operational risk management practices within the work environment. <p>Customer Service</p> <ul style="list-style-type: none"> • Foster, advocate and implement the City's Customer Service Charter. • Aim to exceed customer expectations. • Strive for an element of consistency from one service transaction to the next. • Through the delivery of outstanding service, establish a reputation of customer service excellence through service delivery. • Deal with enquiries from customers and provide or arrange for the provision of the appropriate information or redirect the customer to the appropriate service provider. | <p>Work Health and Safety <u>Supervisors must:</u></p> <ul style="list-style-type: none"> • Ensure adherence to WHS policies and procedures. • Consult and cooperate with workers and WHS representatives on WHS issues. • Ensure that workers are equipped with the information, instruction, training, and supervision that they need to work safely. • Identify, assess, and control hazards within their area of responsibility by applying the hierarchy of controls. • Encourage early reporting of incidents, gather initial information to assist investigations and forward to WHS Team immediately. • Ensure that workers are aware of, and abide by, all relevant health and safety procedures, particularly those relating to the operation of plant and equipment. • Develop Safe Work Procedures as required in consultation with the workers and ensure adherence to procedures. • Provide PPE as required and ensure workers are aware of correct usage and storage requirements. • Ensure all plant and equipment is properly maintained. • Maintain relevant knowledge of WHS issues. • Act as a role model by demonstrating safe work behaviours. <p><u>Volunteers must:</u></p> <ul style="list-style-type: none"> • Take reasonable care to ensure their own health and safety and that of others who may be affected by their acts or omissions, as defined in WHS legislation. • Participate in the development of a healthy and safe workplace. • Comply with any reasonable instructions given for their own health and safety and that of others, to comply with legislation and local policies and procedures. • Cooperate with management in its fulfilment of its legislative obligations. • Report any injury, illness, hazard or near miss immediately, where practical to their supervisor. • Familiarise themselves with the work health and safety policies and procedures • Not wilfully or recklessly interfere with safety equipment. <p>Accountable and Ethical Decision Making</p> <ul style="list-style-type: none"> • Ensure actions and decisions are impartial and unbiased and can be justified and accurately explained. • Act fairly and justly, abiding by principles of due process and natural justice. • Be accountable and transparent. • Do your job effectively and as efficiently as possible. • Behave in accordance with legislation, City of Bunbury Council Policies, Management Policies and Code of Conduct. • Declare any potential conflicts of interest. |
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Signature:

Date: