

Volunteer Role Description

Position Title

National Trust of South Australia Volunteer

Our Organisation

The National Trust of South Australia actively conserves, manages and promotes South Australia's indigenous, natural, built, historic heritage and culture, and does so as a community-based, not-for-profit, non-government organisation.

NTSA'S core responsibility is the preservation, management, maintenance and promotion of historic sites, natural reserves, museums, folk history, collections, icons, and heritage. Our Aim is to raise awareness in the broader community and to encourage current and future generations to explore their past, immerse themselves in the present and imagine their future heritage.

The National Trust in South Australia has active programs in three main areas:

- Managing heritage buildings and nature reserves including over sixty museums and folk history collections.
- Devising and disseminating policies on a range of heritage issues and lobbying for improved protection of our heritage.
- Providing awareness raising programs in the broader community on cultural and natural heritage matters.

The South Australian community enjoys and values its culture and heritage, and the National Trust honours the fundamental conservation and promotion of all these historic, natural, built and cultural, sites and objects, those that actually created our unique and genuine Australian character.

Role Summary

To provide responsive and respectful volunteering services while striving to enhance the customer experience. In addition, while representing NTSA key tasks relative to the volunteer's allocated location/s are performed to the highest of standards ensuring all workplace WHS Policies and Procedures are used and adhered to.

Key Relationships	
Management	All volunteers have a local reporting management structure that is specific to individual locations and areas
Other	All volunteers have a relationship with both internal and external customers regardless of locations or areas

Personal Qualities	
Quality	Behaviours
Professional Approach	- Promotes a culture of customer service and high ethical standards - Maintains professionalism and confidentiality when dealing with sensitive issues - Constructively expresses own views and respects the views of others
Results Oriented	- Understands and meets expectations around quality of work and set timeframes - Uses initiative and where possible acts on opportunities for continuous improvement
Service Delivery	- Promotes and ensures a strong focus on customer service - Demonstrates a thorough knowledge of the services provided - Cooperates across work areas to achieve optimal outcomes
Strategic Focus	- Understands, supports, and contributes through feedback to NTSA's State and Regional strategic directions and plans - Supports and responds positively to the drive for change and innovation
Teamwork	- Demonstrates respect, and teamwork within the work environment - Participates as an active team member through the establishment of consistent, supportive and cooperative working relationships - Actively participates in team meetings - May be required to relieve other volunteer positions

Work Health & Safety	
Care of yourself and others	• Take reasonable care of the health and safety of yourself and others • You must cooperate with the NTSA in its efforts to comply with Work, Health & Safety requirements within the workplace.
Safe Working	• You should not undertake any task unless you have been adequately trained and are qualified in accordance with WHS Policy to undertake the task
Protective Equipment	• Ensure that you always utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This obligation applies to each aspect of work to be carried out by all employees, volunteers and contractors
Reporting	• Immediately report any incident or condition, which impacts or threatens your safety, the safety of a co-worker, volunteers or members of the public
Corrective Action	• Where necessary, take immediate corrective action where something poses a threat to health and safety. Further, report and document any corrective action to Management to ensure that the situation does not reoccur.ⁱ

Related Documents
• Code of Conduct Policy • Working with Children Policy • WHS Policy • Localised Location & Task Summary • Activity Information Sheet

ⁱ 202403_VP_RoleDescription_Volunteer Role Description