



Clare Valley Wine, Food & Tourism Centre Volunteer (Clare Valley Ambassador) Document

January 2018



Are you interested in becoming a Volunteer at the Clare Valley Wine, Food and Tourism Centre?

Thank you for considering volunteering at the Clare Valley Wine, Food and Tourism Centre. We hope you enjoy your experience here with us.

The Clare Valley Wine, Food and Tourism Centre is first and foremost a vibrant retail outlet offering visitors and local communities alike an unrivalled range of locally sourced products and services. Sales revenue from these activities, together with our generous funding from the Clare and Gilbert Valleys Council, enables the Centre to provide a highly motivated and professional Accredited Visitor Information Centre, second to none in the State.

The Clare Valley Wine, Food and Tourism Centre offers an important service to businesses involved in wine, food, accommodation and attractions in the Clare Valley, with wider benefits to other businesses and the local community, and greatly enhances the experience of visitors to the region.

We are very happy with how the Centre has performed since its opening on the 23rd of March 2015. With the support from the Clare Valley Hutt Project Inc., the Board of Management for the Centre and Volunteers themselves, the staff, volunteers and the Clare and Gilbert Valleys Council, the Centre was ecstatic to win the Visitor Information Services Category of the South Australian Tourism Awards in November 2017.

This document outlines some of the roles of a Volunteer (Clare Valley Ambassador), although there are many more ways in which you could volunteer. If you would like to discuss some options, please contact Angela Butcher, Assistant Manager, at admin@clarevalley.com.au or 08 88422131, or speak with any of our other staff and volunteers.

Since the Centre re-opened with a Community managed structure the Board and Staff have listened to feedback from all the Volunteers.

This document has been created out of this feedback and we hope you find it useful, and enjoy your time here as a Volunteer.

Kind regards,
Paula Jones
Manager – Clare Valley Wine, Food and Tourism Centre

Types of Volunteers

There are lots of roles a volunteer can take on in the Centre. Some are listed below, however the Centre is open to being approached for any type of volunteering.

Clare Valley Ambassador –

This is the Centre's main type of Volunteer, assisting with Customer Service.

- Welcoming all visitors to the Centre
- Half day shifts either (you are welcome to stay longer):
 - 10am-1pm
 - 1pm -5pm
 - Friday Night Drinks shift 4pm-7pm

Art Volunteer -

Art Volunteers assist the Centre Manager with all things art in the Centre. This may include helping contact potential artists for exhibitions, assisting with Art Exhibition hanging or assisting with paperwork associated with the Art.

Garden Volunteer -

The opportunity exists for someone to be a Garden volunteer, assisting in the planting and watering of the native garden around the Centre.

Work Experience and Work Placements -

The Centre can provide work experience for High School students and work placements for Tertiary students. Please contact us to discuss this option.

Please feel free to pass this document onto to anyone you think might enjoy volunteering here at the Centre.

Benefits of being a volunteer:

There are lots of benefits of becoming a volunteer at the Centre. Some of these are listed below:

- Great networking opportunities
- Meeting lots of visitors and interesting people from around Australia and the World
- While on shift the staff will be happy to provide you with a complimentary coffee.
- Whenever you visit the Centre as a guest you will receive glasses of wine at Happy Hour Prices
- Regular training events, including familiarisation tours and social events
- Developing new skills, e.g. Responsible Service of Alcohol, cash handling skills
- The Centre is happy to provide job references to any of their volunteers.
- Helping others
- Sharing your experience and local knowledge
- Creating new friendships
- Inviting and flexible work place
- Caring colleagues!
- Getting to know your own backyard
- Sense of ownership in Tourism Centre
- Ideas, suggestions and feedback appreciated and considered
- The Centre relies on our Volunteers to advise us of Community happenings



Volunteer Duties

What Volunteers can do in the Centre:

The Centre recognises that not everyone can do all tasks, please inform the staff if you have any problems with any roles.

There is a Checklist for volunteers to refer to if looking for jobs to do while on shift. (included later in this document)

Some of the duties a Volunteer can do are listed below:

- Meet and greet
- Restocking stock and brochures
- Calling brochure suppliers
- Gardening
- Pricing stock
- Assisting with phone enquiries – if feel comfortable
- Helping us spread the word as “Clare Valley Ambassadors” about upcoming events and for the whole valley not just the Centre
- Welcome to bring an interested friend along on their shifts

What we don't expect of volunteers:

There is no expectation for our volunteers to clean the Centre – we have cleaners twice a week which covers everything outside of unexpected spillages and occasional tidy-ups. If you like to clean, we will not stop you.

Some interested parties may not be able to commit to regular long-term volunteering, because of other responsibilities. The centre is more than happy to have volunteers who can help out whenever they can. There is no required time commitment for volunteering at the Centre. An option may be to go on the short term standby list.

We don't expect you to make coffees or pour wine, however we can assist you in gaining these skills.

Some points from the Clare Valley Hutt Project Inc Board

The Board if at all possible would like:

- At least one volunteer is to be at the Centre at all times, when the Centre is open.
- Volunteers are supervised by the permanent or casual staff member on duty for the day.
- Tasks for the volunteers to be at the discretion of the supervising staff member, considering the general capabilities of the volunteer
- Normal volunteer tasks would include many of the daily opening and closing tasks listed as the responsibility of the staff on duty, meaning that if tasks are not completed by a volunteer they must be done by the staff member.
- Volunteers are not expected to make coffee unless they have been accredited to do so by the Centre Manager
- Volunteers may use the Centre computers, if accredited to do so by the Centre Manager.
- Volunteers can operate the tills etc., after suitable training, but the supervising staff on duty will still be responsible for correct till use.
- Volunteers can serve wine if they have provided the CVWFTC with a copy of their Responsible Service of Alcohol Certificate (to be kept on file).



Example of Volunteer Checklist

VOLUNTEER CHECKLIST
DAILY TASKS
Nametag
Set up food tastings
Meet and Greet Visitors
Set up tables/Chairs on Deck
Turn on Dishwasher – if required
Clean any dishes
Light combustion fire in Winter
Check for flies
Check levels and best before dates of produce
FRIDAY NIGHT DRINKS
Meet and Greet Visitors
Assist in preparation and serving of tastings

Assist in Wine Pouring – RSA Required
Assist with Glass collection and cleaning
THINGS TO ASSIST WITH
Meet and Greet Visitors
Restock Brochures
Assist in Pricing Stock
Display Stock
Coffee making and serving – if qualified
Assist with Clearing Tables
Wine Tastings for visitors – RSA Required
Assist with dusting
Assist with tidying Deck and Tables
Assist with Emptying Bins



VOLUNTEER EXPRESSION OF INTEREST FORM

☐ Mr ☐ Mrs ☐ Ms ☐ Miss

Surname: _____

Given Name/s: _____

Preferred Name: _____

Date of Birth: _____

Gender: ☐ Male ☐ Female

Private Address: _____

Town: _____ P/Code: _____

Postal Address: _____

Town: _____ P/Code: _____

Home Phone: _____

Mobile: _____

Work Phone: _____

Email: _____

How did you learn about Volunteering at the Visitor Information Centre?

☐ Local newspaper

☐ Council office

☐ Word of mouth

☐ Clare Valley Alliance / Industry Group

☐ Visitor Information Centre Staff or Volunteers

☐ Other _____

What are your reasons for seeking volunteer employment?

☐ I am passionate about Tourism

☐ To be involved in the community

☐ To meet people/ interact with people

☐ Gain work experience

☐ Develop or practice new skills

☐ To gain paid employment

☐ Personal development

☐ Other: _____

Do you have any formal qualifications or skills? ☐ Yes ☐ No

If 'yes' please specify (i.e. Tourism, Marketing, Retail, Computing, Administration, Customer Service, Hospitality)

a. _____

b. _____

c. _____

d. _____

When might you be available to volunteer?

	Mon	Tues	Wed	Thurs	Frid	Sat	Sun
Morning:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Frequency: ☐ weekly ☐ fortnightly ☐ Other: _____

What are your key interest Areas?

- | | | | |
|---|---|---------------------------------------|---|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Helping visitors | <input type="checkbox"/> Retail/Stock | <input type="checkbox"/> Marketing/Promotions |
| <input type="checkbox"/> Administration | <input type="checkbox"/> Computer work | <input type="checkbox"/> Cleaning | <input type="checkbox"/> Building Maintenance |
| <input type="checkbox"/> Gardening | <input type="checkbox"/> Hospitality | <input type="checkbox"/> Other | |

Can you speak or write in another language? If so please specify

a. _____ b. _____

Do you have a medical condition or disability which may limit the type of volunteer work being undertaken, or for which you may require extra support? If yes, please provide details.

Referees: (someone you have known longer than two years and not a family member)

Referee 1 Name: _____

Home Phone: _____ Work Phone: _____ Mobile: _____

Relationship: _____

Best time to contact: ☐ Morning ☐ Afternoon ☐ Evening

Referee 2 Name: _____

Home Phone: _____ Work Phone: _____ Mobile: _____

Relationship: _____

Best time to contact: ☐ Morning ☐ Afternoon ☐ Evening

Consents:

I give permission for a referee check to be completed ☐ Yes ☐ No

I am willing to undertake relevant training if necessary to carry out my volunteer role. ☐ Yes ☐ No

I, _____ declare that the information given in this application is true and correct.

Signature: _____ **Date:** _____

In the case of an applicant under the age of 18 years, a parent or authorised guardian must sign as well as the applicant.

Parent/Guardian's Signature: _____ Date: _____

Volunteer Coordinator: _____ Date: _____

