



Queensland

Role Descriptions

- Administration Volunteer
- Catering Volunteer
- Crowd Control Volunteer
- Developing Nations Volunteer
- Event Guide
- Event Runner Volunteer
- Function Volunteer
- Opening Ceremony Volunteer
- Parking Assistant Volunteer
- Pool Lifesaving Gear and Equipment Volunteer
- Power Craft Volunteers – IRB & WRC
- Presentation Volunteer
- Simulated Emergency Response Competition (SERC) Event Victim Volunteers
- Transportation Volunteer
- Water Safety and Medical Volunteers

Administration Volunteer

REPORTS TO:	Volunteer Liaison coordinator Administration coordinator
PURPOSE:	Administration Volunteers will be based within the main administration centres around Kurrawa Park and will be required to assist with any general administrative duties.
RESPONSIBILITIES:	Tasks may include: <ul style="list-style-type: none">• Assisting with accreditation services• Data entry• Organisation of administration areas• Packing bags for collection• Printing• Responding to enquiries• Uniform collection
Desired Criteria:	<ul style="list-style-type: none">• Working with Children Check (Blue Card)• Customer service experience• Professionalism• Punctuality• Strong communication skills• Ability to work flexible hours• Ability to work within a small team and with a diverse range of people in a collaborative and supportive manner

Catering Volunteer

REPORTS TO:	Catering Coordinator
PURPOSE:	Catering Volunteers will be required to assist with all the on-day tasks involved with food and beverage service and delivery.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Delivery of food to key stakeholders across venues • Organisation of areas • Responding to enquiries • Service of food and drinks for collection each morning by core officials • Welcoming and Direction of stall holders
Desired Criteria:	<ul style="list-style-type: none"> • Customer service experience • Event/Food/service experience • Punctuality • Strong communication skills • Professionalism • Tidy presentation • Ability to work within a small team and with a diverse range of people in a collaborative and supportive manner • Ability to work flexible hours

Crowd Control Volunteer

REPORTS TO:	Event Coordinators at each location
PURPOSE:	Crowd Control Volunteers will get close to the events. They will be required to assist officials manage event locations.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Answering questions from spectators, competitors, staff and public • Assisting officials with checking accreditation passes • Directing people to the correct event location according to the timetable • Erecting directional and crowd control signage • Keeping all athlete zones clear of unauthorised personnel • Taking enquiries and passing on as required
Desired Criteria:	<ul style="list-style-type: none"> • Working with Children Check (Blue Card) • Ability to obtain an in-depth understanding of the site layouts and able to explain to all stakeholders, key information about the event • Good communication skills • Personable and friendly • Punctuality • Surf event or carnival knowledge would be beneficial • Ability to problem solve • Ability to work independently • Ability to work flexible hours

Developing Nations Volunteer

REPORTS TO:	Developing Nations Coordinator
PURPOSE:	Developing Nations Volunteers will support teams from Developing Nations to learn about Lifesaving in Australia and the Lifesaving World Championships.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Administration tasks • Education in the classroom and on the beach • Meet and greet • Promoting Queensland, Lifesaving and the LWC • Responding to enquiries
Desired Criteria:	<ul style="list-style-type: none"> • Bronze medallion • Strong communication skills • Ability to work with a diverse range of people • Ability to speak a language other than English would be beneficial but not essential • Ability to work flexible hours

Event Guide

REPORTS TO:	Volunteer Liaison coordinator
PURPOSE:	Event Guides will work within the designated Event Locations including Carnival area, Festival Zone, GC Aquatic Centre, Kurrawa SLSC and Sofitel GC. Guides will help to ensure everyone entering the site is able to make their way through different areas comfortably, and have access to assistance when they have queries or questions. Guides may be stationary at booths or mobile throughout the event zones.
RESPONSIBILITIES:	<p>Event Guides must have knowledge of the;</p> <ul style="list-style-type: none"> • Event • Event site including layout • Gold coast area • Timetable • Transport options <p>Tasks may include:</p> <ul style="list-style-type: none"> • Answering questions from spectators, competitors, staff and public • Directing people to the correct event location according to the timetable • Taking enquiries and passing on as required
Desired Criteria:	<ul style="list-style-type: none"> • Ability to obtain an in-depth understanding of the site layouts and able to explain to all stakeholders, key information about the event • Good communication skills • Personable and friendly • Punctuality • Surf event or carnival knowledge would be beneficial • Ability to problem solve • Ability to work independently • Ability to work flexible hours

Event Runner Volunteer

REPORTS TO:	Volunteer Liaison Coordinator
PURPOSE:	Event Runner Volunteers will work within the designated Event Locations including Carnival area, Festival Zone, GC Aquatic Centre, Kurrawa SLSC and Sofitel GC. They will assist across any given area and with all/any tasks throughout the event.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Administrative tasks • Answering questions from spectators, competitors, staff and public • Organisation of event areas • Problem solving at the request of key stakeholders • Transporting gear and equipment on site
Desired Criteria:	<ul style="list-style-type: none"> • Customer service experience • Initiative • Strong communication skills • Ability to work flexible hours • Ability to work independently or with a small team

Function Volunteer

REPORTS TO:	VIP Events Coordinator
PURPOSE:	<p>Function Volunteers will be required to assist with all the on-day tasks involved with each function.</p> <p>Events will occur at a range of venues throughout Broadbeach including Gold Coast Aquatic Centre, Kurrawa SLSC, Kurrawa Park, Sofitel GC and may vary from small meetings of 5, dinners for 100 to large workshops of 150+.</p>
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Administrative tasks • Decorating • Meet and greet • Organisation of function areas • Registration / welcome desk • Responding to enquiries
Desired Criteria:	<ul style="list-style-type: none"> • Customer service experience • Event/service experience • Punctuality • Initiative • Creativity • Strong communication skills • Professionalism • Tidy presentation • Ability to work within a small team and with a diverse range of people in a collaborative and supportive manner • Ability to work flexible hours

Opening Ceremony Volunteer

REPORTS TO:	Opening Ceremony Coordinator
PURPOSE:	Opening Ceremony Volunteers may assist with the on-day set-up, organisation and guidance of competitors, VIPs, officials and members of the public.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Acting as marshals and crowd control along the Opening Ceremony track • Leading national teams with named signs • Meet and greet of key stakeholders • Responding to enquiries • Supervising nipper volunteers
Desired Criteria:	<ul style="list-style-type: none"> • Working with Children Check (Blue Card) • Event experience • Punctuality • Strong communication skills • Tidy presentation • Ability to work within a small team and with a diverse range of people in a collaborative and supportive manner

Parking Assistant Volunteer

REPORTS TO:	Volunteer Liaison coordinator Facilities coordinator
PURPOSE:	Parking volunteers will be required to assist with traffic management in the surrounding areas of the event location.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Assisting the general public, team managers and competitors with any related enquiries • Guiding crews with trailers and craft to the correct drop-off location • Providing full traffic management support
Desired Criteria:	<ul style="list-style-type: none"> • Ability to obtain an in-depth understanding of the site layouts and able to explain to all stakeholders, key information about the event • Good communication skills • Punctuality • Surf event or carnival knowledge would be beneficial • Ability to problem solve • Ability to work within a small team • Ability to work flexible hours

Pool Lifesaving Gear and Equipment Volunteer

REPORTS TO:	Referee Gear and Equipment Coordinator
PURPOSE:	To coordinate and/or make available, install and remove the Gear and Equipment required for Pool Rescue events from pool deck or in pool.
RESPONSIBILITIES:	Tasks may include coordinating or actively: <ul style="list-style-type: none"> • Installing and resetting SERC scenario props (Simulated Emergency Rescue Competition) • Assembling, installing and removing competition obstacles from pool lanes • Filling, positioning and returning manikins • Ensuring supplied competition equipment is at end of lanes ready for racing • Monitoring use of training equipment
Desired Criteria:	<ul style="list-style-type: none"> • Working with Children Check (Blue Card) • Previous experience, or willingness to understand the equipment requirements of pool lifesaving rescue events • Personable and friendly • Ability to undertake physical work in an outdoor environment • Ability to work within a small team • Coordinators will also have good communication skills, be reliable, structured and organised.

Power Craft Volunteers – IRB & WRC

REPORTS TO:	Power Craft Coordinator
PURPOSE:	Power Craft Volunteers will assist to manage power craft and provide water safety and arena set up in and around the ocean competition zones during warm-up, racing and warm-down.
RESPONSIBILITIES:	Tasks may include: <ul style="list-style-type: none"> • Assisting with Arena setup including moving anchors and craft cans • Attending safety meetings • Collecting craft lost by athletes • Contributing to the basic maintenance of power craft including cleaning • Directing athletes during warm-up and warm-down activities • Providing water safety as directed • Providing initial first aid services • Supporting the health and wellbeing of all power craft personnel whilst on duty
Criteria: (* indicates essential criteria)	<ul style="list-style-type: none"> • Bronze Medallion or equivalent* • Powercraft accreditation (IRB and/or RWC)* [or equivalent] • Marine Driver Licence* [or equivalent] • Surf event or carnival knowledge* • Record of sound performance and commitment operating Powercraft • Working with Children Check (Blue Card) • First Aid Certificate or equivalent

	<ul style="list-style-type: none"> • Ability to obtain an in-depth understanding of the site layouts and able to explain key information about the event • Good communication skills • Personable and friendly • Ability to work in an outdoor environment
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Presentation Volunteer

REPORTS TO:	Presentations Coordinator
PURPOSE:	Presentation Volunteers will be required to assist with the organisation, presentation and post event clean-up of medal and trophy presentations.
RESPONSIBILITIES:	<p>This role will report directly to the Presentation's Coordinator and will assist in ensuring the medal and trophy presentations are run as smoothly as possible, and that all competitors and parties receive their correct accolades. Most presentations will occur in the afternoon / evening.</p> <p>Tasks may include:</p> <ul style="list-style-type: none"> • Ensuring the correct flags / national anthems are available in a timely manner • Gathering and coordinating athletes for presentation • Holding medal trays and handing trophies and medals to key VIP and LWC stakeholders • Meeting and greeting VIP • Sorting medals into correct event, category and age • Advising on correct dress code • Assisting the Presentations Coordinator in any additional tasks needed such as liaising with announcers, athletes and
Desired Criteria:	<ul style="list-style-type: none"> • Customer service experience • Initiative • Polite and friendly • Punctuality • Tidy presentation • Ability to work within a small team and with a diverse range of people in a collaborative and supportive manner • Ability to work flexible hours

Simulated Emergency Response Competition (SERC) Event Victim Volunteers

REPORTS TO:	SERC Referee
PURPOSE:	SERC Victim Volunteers will act as victims or distractors in emergency response scenarios at Gold Coast Aquatic Centre on 28 August.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Acting as a conscious or unconscious victim in water or on pool deck • Acting as a victim distractor on pool deck
Desired Criteria:	<ul style="list-style-type: none"> • Working with Children Check (Blue Card) • Surf Rescue Certificate, Bronze Medallion or equivalent • Willingness to move in and out of swimming pool for up to three hours • Ability to follow and repeat all directions given by the referee • Good communication skills • Surf event or carnival knowledge would be beneficial • Ability to work in an outdoor environment

Transportation Volunteer

REPORTS TO:	VIP Coordinator Volunteer Liaison Coordinator
PURPOSE:	Transportation Volunteers will pick up and drive VIPs and key stakeholders between accommodation, airports, meetings and event venues.
RESPONSIBILITIES:	<p>Tasks may include:</p> <ul style="list-style-type: none"> • Meeting and greeting VIPs and key stakeholders • Picking up and driving passengers to arrive at their required venue in a timely manner • Providing guidance and answering general enquiries
Desired Criteria:	<ul style="list-style-type: none"> • Working with Children Check (Blue Card) • Driver's licence • Ability and willingness to hold a conversation with a range of people from around the World • Ability to obtain an in-depth understanding of the site layouts and able to explain to all stakeholders, key information about the event • Good communication skills • Personable and friendly • Punctuality • Ability to problem solve • Ability to work independently • Ability to work flexible hours

Water Safety and Medical Volunteers

REPORTS TO:	Water Safety Coordinator
PURPOSE:	Water Safety and Medical Volunteers will provide water safety, first aid and medical support during functions, warm-up, warm-down and racing.
RESPONSIBILITIES:	Tasks may include: <ul style="list-style-type: none">• Advising competitors of correct times and locations for water activities• Collecting craft lost by athletes• Directing athletes and crowd• Providing water safety from beach or in water• Providing first aid and medical services
Desired Criteria:	<ul style="list-style-type: none">• Working with Children Check (Blue Card)• Bronze Medallion or equivalent• First Aid Certificate or equivalent• Ability to obtain an in-depth understanding of the site layouts and able to explain key information about the event• Good communication skills• Personable and friendly• Surf event or carnival knowledge would be beneficial• Ability to work in an outdoor environment