

## Volunteer Role Description: Campground Host

Campground Host volunteers offer a friendly point of contact for visitors to some of Parks Victoria's most popular camping destinations. Volunteers assist Parks Victoria Rangers by providing campground orientation, up to date Park information, light campground maintenance and a direct link between visitors and Parks Victoria. Becoming a campground Host provides you with a unique holidaying experience in some of Australia's most beautiful landscapes, engaging with diverse visitors from all backgrounds.

Parks Victoria protects and enhances over four million hectares of diverse parks, about 17 per cent of Victoria. Parks Victoria's vision is to be a world-class park service ensuring healthy parks for healthy people. The Healthy Parks Healthy People approach to park management underpins the Campground Host program promoting an opportunity to connect volunteers with nature to improve health of the Park, volunteer and wider community.

The Campground Host Program was established in 2000 and has engaged over 3000 volunteers at key campground destinations.

### Tasks and responsibilities

Campground Host Volunteers:

- Provide a friendly contact point for visitors at popular campgrounds and Park areas
- Provide orientation when campers arrive including general information on the area and its attractions
- Assisting in campsite allocation, check in and recording numbers of campers
- Provide park information and interpretation to the visitors
- Ensure that the campsite is a safe place for all
- Alert Contact Rangers to disturbances or breaches of park regulations including recording issues and events that may be of significance
- Ensuring the professional presentation of Parks Victoria through wearing the allocated Campground Host uniform while on duty
- Other duties as required with the appropriate permission from the Campground Host Coordinator

Campground Host Volunteers do not:

- Enforce any Park Regulations
- Handle or distribute cash for bookings, wood, ice, activities etc.
- Enter into a dangerous and confrontational situation with campers, visitors or staff
- Undertake the repair of assets or other park infrastructure

### Key skills/abilities

The Campground Host Volunteer must:

- Have a positive and friendly attitude
- Demonstrate ability to solve minor problems or refer them on
- Be self-motivated and work with minimal supervision
- Have demonstrated experience camping and be able to camp at designated campgrounds for a period of 6-12 nights (this may change due to park requirements, some sites only require 6 night minimum)
- Have an interest in Parks Victoria and connecting with nature
- Have strong communication and interpersonal skills
- Enjoy leasing with people from all backgrounds
- First Aid Certificate is highly desirable(required for some sites)
- Be 18years and over (children under 18 can accompany adults however they cannot volunteer as a host)

## Volunteer Role Description: Campground Host



Healthy Parks  
Healthy People®

### Training

All Campground Host volunteers are required to attend a training and induction program provided by Parks Victoria prior to placement. This ensures that volunteers have the knowledge and skills to provide information to campers and visitors in a professional manner

### Supervision

Campground Host Volunteers will meet relevant Parks Victoria staff before they start in their role. Depending on the location supervision will vary however volunteers will be provided with a radio which will provide direct communication to a Parks Victoria Ranger to regularly check-in and alert them of any issues, concerns or problems.

### Location

Campground Hosts are placed at campsites that have been identified by Parks Victoria staff as popular sites. Parks Victoria cannot assist with transport to locations so a drivers licence and vehicle is desirable.

### Commitment

Volunteers are required to spend 6-12 nights at the designated campsite. Peak times for volunteer activities are usually in the mornings and early evenings therefore you will have the opportunity to explore the park you are camping in as well as work alongside Rangers where appropriate and time allows.

### Uniform

Parks Victoria will supply a green Campground Host polo top and hat that must be worn while undertaking the role. This can be worn over the top of your everyday clothing, however, sunscreen must also be applied even on days when it is cloudy to avoid sun burn.

### Health

You will be required to be physically active, therefore, a good level of fitness and health is expected.

### National Police Check and Working with Children Check

All volunteers are required to have a National Police Check with the cost covered by Parks Victoria. A Working with Children Check is now also required please visit <http://www.workingwithchildren.vic.gov.au>.

### Companions

Campground Host volunteers have the option to have family or friends camp with them (depending on size of site). If applying alone, Parks Victoria will likely allocate a second volunteer to the campground. No domestic animals such as dogs, cats, birds etc can accompany you into the park detailed in the National Parks Act 1975, S.R. No. 115/2013

### Camping Equipment/Food/Transport

Parks Victoria does not supply any form of camping gear or equipment needed to undertake the role or any food, water or other personal items required when camping. Transport must be of own accord to and from locations.

November 2019