

Position Description

Camp Host Herron Point Campground



Directorate: Corporate Services
Level: Volunteer

Values

Shire of Murray staff and volunteers are expected to embrace the following values, which underpin positive culture and guide strategic and operational decisions.

Our Values are REAL

Respect -

For our community - Adopt and maintain a customer focus, serve the community with pride and passion, ensure decisions taken help businesses to thrive, protect our environment and improve quality of life.

For our Councillors - Take pride in serving councillors as the elected representatives of our community; ensure that a sound understanding of the community guides advice to Council.

For our colleagues - Approach problems with a *we over me* mentality, collaborate and support each other to achieve organisational goals.

Excellence -

Be outcomes-focused and innovate, ensure continual learning and growth, build strong relationships, adopt a can-do attitude, be proactive, participatory and inclusive, listen to understand and empower, close the loop.

Accountable -

Care about your work, take pride in what you do, own your mistakes and let your learnings guide you to achieve better results and grow, be open and transparent.

Leadership -

Be a steward of our community, your team and the organisation, create a positive working environment, take initiative, encourage continual improvement, be agile and adaptive.

Position Objective

- To act as a Camp Host of Herron Point Campground and provide a visible presence and positive assistance to visitors of the Herron Point Campground.
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Key Duties/Responsibilities

General

- Comply with all campground conditions of stay.
- Monitor camping and camping sites to ensure patrons' compliance with campground conditions of stay and in accordance with the number of designated camping bays available.
- If required, monitor camp site occupancy and ensure camping fees are paid by routinely checking online booking system.
- Liaise with relevant Shire staff regarding any issues, site conditions, facilities and patron and visitor management, and campground site availability.

- Check on campground facilities – ablution blocks, BBQ’s (where applicable), and routinely and when required, clean and restock ablution blocks and ensure the campgrounds are kept clean and tidy.
- Ensure campground patrons do not light fires except for fully encapsulated gas appliances used for cooking.
- Act as Camp Host of the Herron Point Campground, welcome campground patrons, provide a visible public presence, and provide general information and answer enquiries from campground patrons.
- Provide information to campground patrons about campground conditions of stay, facilities, local attractions, events, and provide visitors on the location of visitor information services, as required.
- Conduct minor maintenance including the collection of minor litter within the campground area and disposing of it in the rubbish bins provided on site, watering of plants, weeding as required. Report any excessive dumping of rubbish by campers or visitors to Shire staff.
- Report any wilful damage, anti-social and unlawful activity to the proper authority i.e. Police, Fire Service or the Shire, as required. Please note, at no time should the Camp Host try to intervene or directly resolve unlawful activities that occur.
- Report any breakdowns and any repairs or maintenance required to Shire staff.
- Assist campground patrons and visitors, and maintain a friendly and helpful disposition with Shire staff and users of the area.
- Ensure the site facilities and ablution block are kept clean and have adequate supplies in between visits from the Shire’s contract cleaner.
- Report to the Shire any damage to infrastructure, vegetation or fauna including collection of firewood or the use of unauthorised off-road vehicles or equipment.
- Any other duties, as required and by mutual agreement.

Organisational

- Embrace and participate in change to better achieve the Shire’s goals and objectives.
- Seek judgement where practices and direction are not clearly defined.
- Maintain strict confidentiality.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Actively embrace Shire of Murray Values.
- Comply with the Shire of Murray Code of Conduct, ensuring probity and ethical behaviour in all dealings.

Work Health and Safety

- Embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
- Comply with the safety policies and procedures as prescribed by the Shire of Murray and abide by relevant statutory safety requirements at all times.
- Report all accidents, incidents and hazards.
- Agree to wear and utilise a personal safety device as provided by the Shire. The Camp Host will be provided with volunteer identification, rubbish pick-up tools, a first aid kit and other necessary personal protective equipment.

- Assist Shire staff to conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.
- Assist Shire staff to eliminate and control hazards in the workplace using the hierarchy of controls.
- Take reasonable care to ensure your safety at work, and that of others, by complying with safety and health instructions, policies and procedures, including the WHS Act 2020 and WHS Regulations 2022.

Camp Hosts must not:

- Use ladders.
- Use power tools, chainsaws, or other equipment unless expressly authorised by the Shire’s Manager Ranger and Community Safety.
- Undertake any burning of any bush or any other materials whatsoever.
- Remove any tree’s, bushes, shrubs or any branches thereof.
- Lift heavy items above shoulder height.

Related Requirements of the position

Knowledge, Skills & Experience

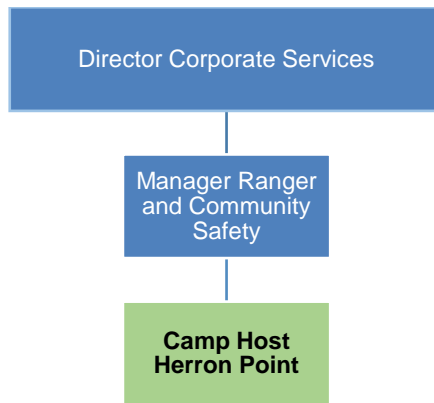
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|---|------------------|
| • Good interpersonal and communication skills. | Essential |
| • Basic computer skills and ability to use a mobile phone and tablet device | Essential |
| • Ability to perform cleaning and minor maintenance tasks | Essential |
| • Experience in working with maintenance, cleaning and gardening tools | Essential |
| • Previous experience as a Camp Host or similar. | Essential |
| • Provision of a National Police Clearance not more than three months old. | Essential |
| • Provision of a current Working With Children Clearance Certificate | Essential |
| • First Aid qualifications | Desirable |

Organisational Relationships

Reporting to: Manager Ranger and Community Safety

Liaison with: Shire of Murray Rangers and staff, visitors, community members.

Organisational Chart



Approval

Approved by Director Corporate Services

Number of pages Four (4)

Date reviewed October 2024