

Role Description

Campground Host (Volunteer Position)



Our Organisation

The National Parks and Wildlife Service is a division of the Department for Environment and Water (DEW) that conserves nature, parks and places that enrich our identity and benefit our community. With over 350 reserves covering 20% of South Australia, the work of the division supports broad goals associated with conservation and scientific endeavour, nature-based tourism and visitor services, community health and wellbeing, and reconciliation.

The division's business is delivered through seven regions, where park staff work with the community and key partners to manage the protected area estate and Crown land, which includes diverse terrestrial, marine and riverine environments. Regions maintain a focus on the delivery of park management programs, which span the fields of conservation and wildlife management, fire and flood, visitor services, planning, project and asset management, and the co-management of reserves with Aboriginal community partners.

About the Role

A campground host is a volunteer who stays at a national park for a specific peak period, like the Easter break or a long weekend, or an extended period of time (up to a few months) to support park rangers. They're not responsible for making sure visitors comply with the rules of the park – that's the ranger's job. But their job is to provide information to visitors that will help them enjoy their stay, and make it a safe one.

Hosts are people with a sense of adventure who enjoy the outdoors; they are resourceful and reasonably self-reliant and capable of working through issues as they arise. Hosts bring their own caravan, camper trailer or tent to set up in the park for an agreed length of time. The role of host is significant as they are often the first and sometimes the only contact between the park visitors and DEW.

The role requires friendly people with well-developed inter-personal skills, who get on well with people from all walks of life. Hosts generally have good levels of health and fitness. The program is ideal for people of all ages, including retirees, grey nomads, families, couples, friends or individuals who love the South Australian bush.

Key Responsibilities and Tasks

Campground Hosts support the day to day management of our national parks and reserves within the campsite they stay. Tasks may include;

- Engaging with park visitors, welcoming them to the park and providing any advice or information that assist visitors to enjoy their stay,
- Provide visitors and campers with information on walks and activities in the parks and highlight the park's flora, fauna and any other features of interest,
- Supporting visitor safety and communicating with parks staff and visitors, identifying any hazards/risks and following the appropriate WHS procedures and policies,
- Undertaking basic maintenance and supporting the presentation of park facilities (including cleaning toilets at some sites) and assets for park visitors,
- Notifying Rangers of disturbances or breaches of park regulations, and taking a note of the date, time and location (if safe to do so), and
- Support pest plant control works to enhance and protect the parks conservation values.

Key Skills

- A passion for the environment, conservation and connecting people to nature
- A willingness to speak to small groups of campers and other park visitors
- Be engaging, informative and present information in a friendly and open manner
- Good communication and interpersonal skills
- Being able to use initiative and work with minimal supervision
- To be physically fit with the ability to work outdoors in all weather conditions
- A positive and professional attitude, being responsive to the needs and interests of visitors
- A connection and knowledge of the park and/ or ecological processes is desirable

Prerequisites and other requirements

Volunteers must:

- Undergo a Working with Children Check and National Police Clearance,
- Hold a basic first aid training and provide a copy of the certificate to the Campground Host Program Support Officer (HTLAID003 *Provide First Aid* or higher), any further training will be covered by the program,
- Complete Campground Hosts online training modules,
- Have your own car to travel to the park and be equipped for camping,
- Have a working mobile phone,
- Wear an official volunteer uniform comprising of a shirt, pants, jacket, hat and any other required PPE,
- Attend an onsite induction prior to commencing volunteering activities,
- Work within the guidelines outlined in the *Campground Host Volunteer Handbook* whilst carrying out their duties, and
- Where possible attend additional training opportunities provided by DEW such as Aboriginal cultural awareness, radio and satellite phone use.

Volunteers are expected to:

- Commitment to stay with the program for at least two or three years with at least two hosting placements each year,
- Make yourselves available in peak visitation times for placements. They are often on long weekends, public holidays and school holidays – placement times will vary from several days over a long weekend to one week to several weeks at a time,
- While on duty volunteer approximately four hours per day, generally two hours in the morning and two in the afternoons. However the hours of duty will vary from site to site but reflect the time when park visitors are seeking assistance.

Key Relationships

- The key contact for Hosts will be the Campground Host Program Support Officer. All placements are to be organised through the Campground Host Program Support Officer.
- When hosting, support and supervision will be provided by the local ranger including an agreed daily check-in schedule via agreed communications e.g. mobile phone, GRN etc.

For more information:

Campground Host Program Support Officer

P: (08) 8124 4841

E: DEWCampgroundHosts@sa.gov.au

DEW Branch:		Date classified:	N/A
DEW Division:	National Parks & Wildlife Service	Classified:	No