

Job Description



Position Title	Discovery Centre Volunteer	Level	Volunteer
Reports to (role)	Manager, CONNECT		
Team	Community Engagement		
Location	The Kids Research Institute Australia, Perth Children's Hospital, 15 Hospital Ave, Nedlands		

PURPOSE OF POSITION

Discovery Centre volunteers will support the Discovery Centre & Events Team to operate The Kids Discovery Centre and associated programs and activities.

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Customer Service	- Support the Welcome Crew in providing outstanding customer service and support to visitors at The Kids Discovery Centre - Provide operational support for visitors when playing the interactive games in the Centre. - Promote the work of The Kids - Event support	- Positive feedback is received from visitors to the Centre. - Visitors return to the Centre.
Program Delivery	Schools: - Assist the Activity Coordinator – Schools and the Discovery Centre Teacher to deliver The Kids schools program - Assist students with completing the hand on activities as part of the program - Assist with resetting the room and packing away program activities. - Assist with packing and preparing merch and other consumables Discovery Centre Trolley: - Deliver science activities on the Discovery Centre trolley - Assist with managing the consumables related to the activities - Work collaboratively with PCH volunteers and other hospital external partners to deliver activities and promote the Discovery Centre	- Positive feedback from the Activity Coordinator and school teachers. - Children have a great experience.

Discovery Club	• Support the Welcome Crew to encourage visitors to join CONNECT (Community Engagement program) to learn more about The Discovery Club •	• Visitors join the Discovery Club.
Workplace Safety	• Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by The Kids Research Institute Australia's' policies and procedures.	• Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought, understood and implemented.

ESSENTIAL CRITERIA

Essential Skills, Knowledge & Experience:	• A proactive, professional and customer-focused approach with the ability to influence and negotiate effective outcomes with a broad range of people from a variety of backgrounds and effectively contribute to a team environment. • Strong written and verbal communication skill. • Strong computer, organisational, analytical and problem-solving skill.
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Approved by:	April Welsh
Date approved:	10/10/2024
Reviewed by P&C:	10/10/2024