

## Roving Volunteers

### Key Dates and Day on a Page

Date	Task
Sat 13 July	Volunteer Training Day
Sat 27 + Sun 28 July	Open House Weekend
Fri 16 Aug	Volunteer Thank You Drinks!

#### **Day on a Page:**

On your assigned day, you will be one of the main points of contact for all Open House visitor. It your responsibility to ensure all visitors enjoy a friendly and welcoming experience and that you proactively assist all Open House visitors through ticket scanning and head counting, booked tour and queue management and providing up to date information where required.

- Arrive at your shift on time
- Ensure you are wearing your Open House Melbourne pink vest.
- Start your shift in deputy and message your Precinct Manager to let them know you have arrived (Make sure you include your name and location)
- Your Precinct Manager will confirm where they are going to deploy you once you have arrived. You may head to numerous locations throughout your shift!
- Once you arrive at a building introduce yourself to the Building Host and fellow Volunteers.
- Ask the Building Host or your fellow Volunteers for a quick briefing. Be sure to cover the following:
  - What are the operations and logistics for the Building or Program?
    - Where is the best place to form a queue?
    - How many people are expected to attend?
    - How frequent are tours?
    - Are there any special requirements? (age, close shoes, etc)
  - What is the building's Emergency or Evacuation Plan?
    - Who are the wardens on site?
    - Where is the emergency assembly point?
  - What are the amenities and where are they?
    - Where are the nearest bathrooms?

- Is there somewhere nearby to get coffee or food?
- Are there any accessible entries or accessible routes for attendees?
  - This may include ramps, step free pathways, etc
- You may assist with any of the following: scanning tickets, clicking, queue management, wayfinding or greeting.
- If the building you have been deployed to seems to be quieting down, check in with the Precinct Manager or Assistant Precinct Manager to see where your assistance is required next!
- At the end of your shift, let your Precinct Manager or Assistant Precinct Manager know when you have concluded your shift.
- End your shift in deputy.
- Pat yourself on the back for a job well done and go see some buildings!

We thank you for being part of Open House Melbourne. It is largely a volunteer-run event, now with an expanded year-round program, including regions outside of Melbourne. As a continuously growing, highly valued Victorian event, there will be further opportunities to volunteer throughout the year.