

Visitor Experience Volunteer Role Description

Moonlit Sanctuary is dedicated to the conservation of Australian wildlife and their habitats. We do this by creating an outstanding experience which engages and delights visitors, and through conservation breeding, research and education.

Moonlit Sanctuary's Vision and Mission

Our Vision: To save species from extinction.

Our Mission: To lead the conservation of wildlife and presentation of Australian fauna, and in doing so provide an outstanding visitor experience. We achieve this by:

- accepting science as the basis for our understanding of the world and the natural environment; and
- promoting the importance of conservation of the environment; and
- promoting the preservation of species; and
- ensuring the welfare of animals in our care.

Our Values:

- **Respect** - We treat each other as equals, recognising the worth and dignity of every person.
- **Collaboration** - We are inspired by the contributions of all individuals and the power of a team. We support each other and work together to achieve our shared goals.
- **Accountability** - We hold ourselves to high standards in our interactions and work and take responsibility for our words and actions.
- **Innovation** - We are creative, resourceful, and resilient. We celebrate a culture of continuous improvement and aspire to be a leader in our field.
- **Customer-centered** - We actively listen to and understand our customers to design and deliver excellent services.

Role Overview			
Department	Visitor Services	Key contact	Volunteer Program Coordinator
Primary location	Moonlit Sanctuary 550 Tyabb-Tooradin Rd Pearcedale VIC 3912	Supervisors	Volunteer Program Coordinator, Visitor Services Coordinator, Keeper in Charge
Time commitment	Maximum FULL DAY 9:15am-4:15pm (6.5 hrs including a break), with a weekly shift and a requested minimum 6-month commitment. HALF DAYS are available for this role.		

Role Purpose

The purpose of the **Visitor Experience Volunteer** is to welcome visitors, answer their questions, provide directions and information to enrich the visitor experience, and provide supervision of the interactions between the visitors and our animals.

Volunteer Tasks

Tasks may include but are not limited to:

- Welcoming visitors, answering their questions and providing directions.
- Providing information about our talks, shows, facilities, conservation efforts and our animals.
- Engaging with visitors to deliver relevant wildlife educational opportunities.
- Performing show ushering duties and provide assistance with special events, programs or workshops.
- Supervising visitor interactions with our animals and facilities and providing instructions on macropod interactions.
- Animal observation and monitoring, including safety monitoring (such as wild snake observed).
- Assisting visitors to take photos using their devices.
- Other duties as reasonably required.



Moonlit Sanctuary

the best way to see Aussie animals

Skills, Qualifications & Experience Required / Desirable

- Passionate about both people and wildlife conservation.
- Approachable and a confident speaker with excellent interpersonal skills.
- Comfortable engaging with visitors of all ages and nationalities, with cultural awareness and sensitivity.
- Have the physical stamina for standing and walking for the length of your shift.
- Must be willing to work in all weather conditions and exposed to outdoor elements.
- Work in a friendly and respectful manner with visitors and the Moonlit Sanctuary team.
- Ability to retain knowledge of our animals and facilities.
- For the safety of visitors and our animals, volunteers are required to be observant, assertive and proactive when monitoring visitor interactions with our animals, but also act with diplomacy, tact and discretion.
- Have a flexible attitude, and accepting of unexpected changes to daily routines.
- Must be able to work independently and meet our policy and procedure requirements.

Volunteer Benefits

- Opportunity to gain new skills and knowledge and challenge yourself in a supportive environment.
- Contribute meaningfully to and be involved in the day-to-day life of a Wildlife Sanctuary.
- Act on your values, passions and interest.
- A Volunteer uniform including a shirt and hat.
- Free or discounted Admission and Encounters.
- Free drink during shifts, as well as discounts at the Wetland Café and Gifts shop.
- Build self-confidence and your social skills with all ages and cultural backgrounds.

Additional Requirements

Volunteers need to:

- Be 18 years or older to apply.
- Have access to a vehicle or transport to Moonlit Sanctuary in Pearcedale, Victoria – please note that Moonlit Sanctuary is difficult to access on Public Transport.
- Be able to commit to shifts for a minimum of 6 months.
- Be comfortable and safe working in a physically demanding role.
- Be able to work in all weather conditions in an external bush environment, which may include exposure to inclement weather, animals, insects, dust and vegetation. These may impact those who suffer allergies.
- Agree to act in accordance with Moonlit Sanctuary's vision, mission, values, policies, procedures and processes and be willing to sign the Volunteer Agreement.
- Be punctual and reliable.
- Commit to completing all required training.
- Be willing to follow directions from Employees, and be polite, courteous and respectful to Employee and Volunteer colleagues and to our Visitors.
- Be willing to wear the Volunteer uniform and comply with program standards.
- Commit to regular availability during public holidays and school holiday periods.

Background Checks

Moonlit Sanctuary is committed to providing all Employees and Volunteers at Moonlit Sanctuary with a safe and healthy working environment, and Visitors with a positive experience. Moonlit Sanctuary is committed to recruiting dedicated, professional volunteers who have the skills and experience appropriate to the role.

Following a Volunteer Role offer from the Volunteer Program Coordinator, background checks will be requested.

Questions about these background checks or requests for support should be directed to volunteers@moonlitsanctuary.com.au.

Please note, all information will be treated as confidential and managed in accordance with privacy laws, including limiting Employee access.

The following background checks will be required prior to commencement:



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- **Victorian Working with Children's Check (WWCC)**
 - WWCC's are FREE for Volunteers.
 - If you already have a WWCC for another Volunteer Role or a Paid Position, the same WWCC card may be used for Moonlit Sanctuary.
 - **Police Check** (or be willing to undergo a screening)
 - As a part of our duty of care obligations, we conduct Police Checks on all new Volunteers.
 - Police Check costs are covered by Moonlit Sanctuary, and you will be sent details separately on how to complete this check through our system. Please **do not** pursue your own external Police Check, as these costs will not be reimbursed.
 - Police Checks are separate from and different to WWCC.
 - Police Checks are a 'point in time' criminal history check – so even if you have completed one before, you may be required to complete one again.
 - Only applicants with prior convictions that are relevant to the 'inherent requirements' of the Volunteer Role may have their offer withdrawn. Please see the [Australian Human Rights Commission](#) website for more information regarding this.
 - **Reference Check**

As a part of the application process, Moonlit Sanctuary will ask for contact details of a person who can speak to a volunteer's skills and abilities relevant to the requirements of the Volunteer Role. Please obtain permission from this person prior to providing their contact information.
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PLEASE NOTE

- These roles are voluntary in nature and should be entered into freely. Those accepted into these roles are under no obligation to perform the work.
 - Appointment into this role is not a guaranteed pathway into a paid position at Moonlit Sanctuary, or elsewhere.
 - This role has no involvement with the animals apart from our free-roaming wallabies and kangaroos.
 - Employees, Volunteers or Visitors will not be allowed to negatively impact animal welfare or compromise safety.
 - This role is not equal in tasks and responsibilities to, and therefore a replacement for, an employee's role.
 - There is a probation period, after which time the Volunteer will be reviewed to ensure that the volunteer role is a suitable fit for both parties.
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Inclusivity Statement

Moonlit Sanctuary Wildlife Conversation Park is committed to providing a working environment that is purpose-driven, collaborative and positive. We offer access to learning and development opportunities and generous discounts on products and services.

Moonlit Sanctuary Wildlife Conversation Park is committed to building a diverse workforce and strongly encourages applications from Aboriginal and Torres Strait Islander people, people with disability, people from culturally and racially marginalised and refugee backgrounds, people of all ages, neurodiverse people, gender diverse people and LGBTIQ+ people. We welcome applications from people with a diversity of backgrounds and experiences.

To Apply

- To apply, complete the online **Expression of Interest** form and select the **Visitor Experience Volunteer Program**: <https://moonlitsanctuary.volaby.org/apply>
 - If an application matches current recruitment needs, applicants will be guided through the recruitment process which may involve an interview and induction training. This is to ascertain fit within the program, values and culture of Moonlit Sanctuary, and ensure a match in expectations.
 - To protect both the animals in-residence and Sanctuary operations, only those who meet the program requirements will be accepted into the Moonlit Sanctuary Volunteer Program.
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