

Position Description – CAMP HOST VOLUNTEER

Shire of Donnybrook Balingup 000.V.24.1



GENERAL OVERVIEW:

Position Title/Number: Camp Host Volunteer
Directorate/Division: Community Services
Reports to: Manager Community Services
Primary Location: Donnybrook or Balingup Transit Parks

OUR VISION:

“ A proud community enjoying our rural lifestyle, cultural heritage, and natural environment. ”

POSITION OVERVIEW:

The Camp Host Volunteer provides a welcoming, on-site presence within Shire-managed campgrounds, supporting a safe, well-maintained, and positive visitor experience.

The role assists with visitor engagement, sharing local information, monitoring campground conditions, and promoting compliance with site rules and environmental responsibilities. Camp Hosts act as ambassadors for the Shire, encouraging respectful use of facilities and contributing to the overall presentation and operation of the campground.

The position operates under the direction of Shire staff and is focused on assistance, observation, and reporting, rather than enforcement. Camp Hosts are not responsible for regulatory or compliance actions and are required to escalate issues to the appropriate Shire officer.

The role supports the Shire's vision by enhancing the visitor experience while protecting the natural environment and fostering a welcoming community atmosphere.

POSITION OBJECTIVES:

Visitor Experience

- > Provide a welcoming and visible presence within the campground, assisting visitors and creating a positive and inclusive environment
- > Provide accurate information on campground facilities, local attractions, and community services
- > Promote responsible behaviour and encourage adherence to campground rules, guidelines, and expectations



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POSITION OBJECTIVES (cont.):

Campground Monitoring & Maintenance

- > Conduct routine inspections of campground areas, amenities, and facilities
- > Identify and report maintenance issues, hazards, or risks to the supervising officer
- > Support general cleanliness and presentation of the campground, including litter collection and basic upkeep

Safety, Compliance & Risk Awareness

- > Promote safe practices including fire safety, environmental care, and hazard awareness
- > Encourage visitors to follow rules and adopt responsible camping behaviours
- > Respond appropriately to incidents by reporting issues and contacting relevant authorities where required

Communication & Program Support

- > Maintain regular communication with Shire staff and report issues in a timely manner
- > Provide feedback on campground operations, visitor trends, and emerging issues
- > Participate in induction processes and comply with Shire policies, procedures, and codes of conduct

What Camp Hosts are NOT Responsible For

- > Enforce laws or regulations
- > Direct or control members of the public
- > Manager aggressive or unsafe behaviour
- > Remove or evict campers
- > Undertake tasks outside of approved duties
- > Represent themselves as Shire officers
- > Provide media statements or comment

ORGANISATIONAL RELATIONSHIPS:

Responsible for: Nil

Internal Relationships: All Shire of Donnybrook Balingup employees and volunteers.

External Relationships: Federal and State government agencies, other local governments, community groups, agencies, contractors, staff associations and organisations, private sector stakeholders, ratepayers, local residents, media, and general public.

EXTENT OF AUTHORITY:

NIL



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POSITION BENEFITS:

Rostered Day Off (RDO):	No	Vehicle:	No
Mobile Telephone:	No	Laptop/computer:	No
Gym Membership:	No	Wellbeing Program:	Yes

CORPORATE RESPONSIBILITIES:

Budget:	Council adopted
Code of Conduct:	All employees & volunteers are responsible for adhering to the Shire's Code of Conduct and the policies and procedures that support it.
Workplace Health and Safety (OH&S):	The Shire of Donnybrook Balingup is committed to ensuring the health and safety of its employees. All employees & volunteers have responsibilities and accountabilities which are identified in Operational Procedure EXE/OP-7 Work Health and Safety Responsibilities.
Equal Opportunity:	Comply with the Shire's EO requirements and provide, so far as practicable, an environment that is fair, equitable and free of harassment for staff and those we serve.

TRAINING MATRIX:

Training can be achieved through many different mediums, including previous experience, formal qualifications and education. The following programs are provided to you, and are compulsory, as a new employee or volunteer of the Shire of Donnybrook Balingup:

Shire of Donnybrook Balingup Induction:	To be completed within one (1) week of commencement of volunteering.
Workplace Health and Safety (OH&S) Induction:	To be completed within two (2) weeks of commencement of volunteering.



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SELECTION CRITERIA:

Essential Requirements

- > Demonstrated ability to communicate effectively and engage positively with a diverse range of people
- > Strong customer service focus with a friendly, approachable and professional manner
- > Ability to work independently, use initiative, and manage time effectively
- > Basic awareness of health, safety, and risk management practices, with the ability to identify and report hazards
- > Willingness to comply with Shire policies, procedures, and codes of conduct
- > Genuine interest in camping, tourism, community engagement, and environmental stewardship

Desirable Experience and Qualifications

- > Previous experience in customer service, tourism, volunteering, or community-based roles
- > Knowledge of the local area, including attractions, services, and visitor information
- > Practical skills relevant to campground environments (e.g. basic maintenance, problem solving)
- > First Aid certification or willingness to undertake training
- > Current National Police Check and/or Working with Children Check (where required).

ACKNOWLEDGEMENTS:

The details contained in this position description are an accurate statement of the key duties and responsibilities and other requirements of this position and consideration has been given to any relevant Council Plan objectives.

Manager Name: Simon Pepler

Signature:

A handwritten signature in black ink, appearing to be "SP", written over a horizontal line.

Date: 02/09/2026

I have noted the statement of the key duties and responsibilities and other requirements as noted in this position description. I also acknowledge that other duties and objectives may be assigned to this position as required from time to time to meet the business needs of the organisation.

**Position Holder
Name:**

Signature:

Date:

