

Wellness Zone Supervisor

Questions?

Check out the volunteering section of the event website:

christmaslunchinthepark.com.au/volunteer

Or send us an email:

christmaslunch@missionaustralia.com.au

Your brief

Your team comprises of caring people who love getting amongst it and supporting our guests to find the services they require in our 'Wellness Zone'; including showers, haircuts or donated clothing. Mission Australia staff and Chaplains will be onsite to provide additional chats and referrals.

Arriving onsite

Please arrive onsite at your allocated time and register yourself at the Volunteer Registration point. Here you will collect your Supervisor Kit, lanyard, water bottle and any PPE before reporting to the Wellness Zone Coordinator for further briefing.

Event timings

Please refer to the enclosed event schedule for estimated timings of the event.



High level of activity



High level of interaction



Outdoors

The Wellness Zone Supervisor contributes by...

- Supporting the Wellness Team to direct guests of Christmas Lunch in the Park through the services within the Wellness Zone for our most vulnerable community members.
- Maintaining a safe and inclusive environment in which guests feel comfortable accessing haircuts, showers, laundry facilities, clothing and counselling/chaplaincy.
- Supervising a Team (of 8) who will oversee the Clothing Zone, Chill Out Zone and guide guests to the other areas within the Wellness Zone.
- Ensuring a tidy and hazard-free area is maintained throughout the event.
- Managing allocation of clothing allowances to guests.
- Coordinating volunteer lunch breaks to ensure all mouths are fed (including your own!) Staying hydrated!
- Encouraging your team to invite guests at tables and the picnic zones to come and explore the Wellness Zone.
- Resolving any issues reported by your team members where possible, referring matters to event staff or contractors (e.g. Security, St John's Ambulance first aid station) where relevant to ensure safe and successful outcomes for all.
- Ensuring that the zone is kept clean and organised for the safety and comfort of guests and volunteers.
- Monitoring your area for risks and potential hazards (e.g. trip hazards, electrical hazards, illnesses, injuries, emotional guests, etc), referring to the relevant staff or contractor as appropriate (e.g. Security).
- Referring any unsafe situations to Security, the Event Manager or St John Ambulance staff.
- Attending an additional supervisor-specific site induction in the lead up to the event.
- **Enjoying the day and sharing that joy with others!**