

## **Park Ambassador Volunteer Position Description**

Park Ambassadors are volunteers who walk in a park or trail on a regular basis with the purpose of greeting park visitors, offering information, and answering questions about the park and helping visitors understand their role in helping to protect the park. They also provide helpful feedback to Saanich Parks by observing, recording, and reporting on issues and by recording their activities.

Park Ambassadors are expected to maintain a high level of service in parks, trails and open spaces. They foster positive relationships with park visitors through information, education and role modeling, and record and report concerns to Saanich Parks.

### **Volunteer Duties:**

- Visit PKOLS (Mount Douglas Park) once a week for approximately 1 to 2 hours at varying times from dawn to dusk, to interact with a range of park visitors
- Answer questions from visitors regarding PKOLS (Mount Douglas Park) and other Saanich parks and trails
- Give directions and provide information about natural and cultural history
- Educate visitors about park etiquette and bylaws with the goal of voluntary compliance
- Observe, record, and submit observations and interactions on a regular basis.
- Report any defined serious matters (i.e., incidents) to Saanich Parks immediately
- Report volunteer hours to Saanich Parks
- Attend meetings and/or training as required

### **Optional duties:**

- Collect small amounts of garbage and deposit into garbage cans (larger or hazardous items are reported to Parks)
- Assist in training new volunteers
- Assist Saanich Parks with special events, community events, or permitted activities in the park

### **Desired Skills, Attitude and Knowledge:**

- Resourceful, reliable and responsible with an ability to work alone
- Willing to learn



PARKS, RECREATION  
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- Strong and diplomatic interpersonal skills with an ability to comfortably relay information to others and to diffuse conflicts
- A minimum of 19 years of age (unless accompanied by parent or guardian)
- Good physical and mental health
- Ability to use sound judgement
- Some natural and/or cultural history knowledge an asset
- Ability to provide two personal references
- Willingness to:
  - follow the guidelines, decisions and direction of Saanich Parks
  - wear Park Ambassador volunteer identification while on duty
  - undertake and pass a Police Information Check
  - work in varied weather conditions

#### **Commitment:**

- Reliable transportation to and from the park
- Able to make a minimum commitment of one season (approximately May – September, though additional time always appreciated)
- Able to commit to visiting the park once per week (1-2 hours each visit)
- Support the goals of the project
- Agree to adhere to Saanich policies, guidelines and direction
- Access to a personal cell phone is recommended

#### **Benefits of becoming a Park Ambassador:**

- Training about PKOLS (Mount Douglas Park), Saanich Parks, and some natural and cultural history
- A letter of recognition verifying your volunteer hours and role
- Training and recognition
- Opportunity to:
  - help to improve the visitor experience
  - contribute to your community
  - share your knowledge and experience with park visitors
  - meet like-minded people and share your love of the park
  - maintain and build fitness
  - be part of a larger plan to protect park values

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