POSITION DESCRIPTION

Position Title:	**SS&A CITY2CITY 2027 EVENT VOLUNTEER**
Department:	Albury Wodonga Health Foundation
Classification:	Volunteer
EBA / Award:	Non-paid position

OUR PURPOSE

Together, we advance the health and well-being of our community.

ROLE SUMMARY / PURPOSE

The SS&A City2City RunWalk is an annual community fundraising event organised by Albury Wodonga Health (AWH). The event promotes health, fitness, and community engagement while raising essential funds to support local health services. In 2027, City2City will be held on **Sunday, 21 February**, featuring multiple course options and a finish precinct at Junction Square, Wodonga. Proceeds will benefit our local Mental Health Services

Volunteers are integral to the success of City2City. They contribute to the safe and efficient delivery of the event by assisting at the start and finish areas and providing support at key points along the course. This includes guiding participants, offering assistance, and ensuring a positive experience for all attendees.

EVENT DETAILS

Date: Sunday, 21 February 2027
Start Location: QEII Square, Dean Street, Albury
Finish Location: Junction Square, Elgin Boulevard, Wodonga
Event time: 7am to 1pm

Race Schedule

- **21.1km Half Marathon:** Starts at **7:15 AM**
- **10km Fun Run:** Starts at **8:00 AM**
- **7.5km Fun Run:** Starts at **8:20 AM***
- **Walk & Talk:** Starts at **8:25 AM**

Finish Line Festivities

The celebration continues at Junction Square, Wodonga, where participants and supporters can enjoy:

- **Formal Presentations:** Including trophy and award ceremonies
- **Food Vendors:** A variety of local and specialty options
- **Live Entertainment:** Music and performances to keep the energy high
- **Family-Friendly Activities:** Fun for all ages

VOLUNTEER ROLES

The SS&A City2City RunWalk relies on volunteers to create a safe, enjoyable, and successful event for thousands of participants. By joining our team, you'll play an important part in supporting local health services and fostering community spirit.

Below are the key volunteer roles available. You can nominate your preferred role(s) based on your availability, ability, and interests:

Drink Station (8 stations across the course)

- Assist with the setup of hydration stations, including tables, water containers, cups, and refreshments.
- Distribute water and refreshments to participants efficiently and with a friendly attitude.
- Keep the station stocked, organised, and operating smoothly throughout the event.
- Maintain cleanliness by collecting rubbish and managing waste and recycling.
- Encourage and support participants as they pass through the station.

Course Marshal

- Monitor your assigned section of the course to help ensure participant safety and smooth event operations.
- Provide clear directions and guidance to runners and walkers, ensuring they remain on the correct route.
- Offer encouragement and assistance to participants when needed.
- Report any incidents, hazards, or emergencies promptly to event staff.
- Remain visible, approachable, and attentive throughout your shift.

Lead Bike Rider

- Ride at the front of the event to lead participants safely along the course and help maintain the event schedule.
- Provide clear direction and support to participants while monitoring course conditions.
- Communicate any incidents, hazards, or participant concerns to event staff promptly.
- Remain visible, approachable, and professional throughout the event.

Course Bike Rider

- Ride designated sections of the course before the event to monitor conditions and participant safety.
- Identify and report hazards, obstacles, signage issues, or other concerns to event staff.
- Support course operations by providing updates from various locations along the route.
- Ensure all assigned course checks are completed prior to participant arrival.

Logistics & Course Support

- Assist with preparing the course prior to the event to ensure it is safe and ready for participants.
- Check that gates, bollards, facilities, and access points are open, accessible, and operating correctly.
- Deliver supplies, equipment, and signage to designated course locations as required.
- Report any hazards, maintenance issues, or access concerns to event staff.
- Support general event logistics and operational tasks throughout the day.

Bib Collection Crew & Participant Support

• Assist with race bib distribution at pre-event collection sessions and on event day.
• Provide friendly and accurate information regarding event schedules, locations, and participant enquiries.
• Support participants and spectators by directing them to key event facilities and services.
• Ensure registration and collection areas remain organised, welcoming, and efficient.
• Help create a positive and enjoyable event experience for all attendees.

Start Line Support

• Assist with participant marshalling and directing runners and walkers into the correct start zones.
• Provide event information and answer last-minute participant enquiries.
• Support merchandise sales and distribution where required.
• Help maintain a safe, clean, and organised start precinct.
• Monitor participant flow to ensure the event start runs smoothly and safely.

Finish Line Support

• Welcome participants as they cross the finish line and celebrate their achievement.
• Assist with participant and spectator flow to help maintain a safe and enjoyable finish precinct.
• Direct participants to recovery areas, amenities, and post-event activities as required.
• Support finish line operations, including merchandise sales, prize distribution, sponsor requests, restocking, and rubbish collection.
• Assist with pack down and other operational tasks to help ensure the successful conclusion of the event.

Event Operations

• Assist with event setup and pack-down, including signage, equipment, and infrastructure.
• Deliver supplies and resources to course locations, drink stations, and operational areas.
• Support event staff with a range of operational tasks throughout the day.
• Assist with restocking, waste management, and maintaining presentation of event areas.
• Respond to ad hoc requests and help ensure the successful delivery of the event.

VOLUNTEER REQUIREMENTS

To ensure a safe, enjoyable, and professional experience for all participants, volunteers are expected to:

- **Maintain a friendly, polite, and helpful approach** at all times when interacting with participants, spectators, and fellow volunteers.
- **Demonstrate clear and respectful communication**, appreciate diversity, and show a caring and supportive attitude throughout the event.
- **Be aged 18 or over** and able to meet onboarding requirements.

KEY RELATIONSHIPS

REPORTS TO:	• AWH Events & Marketing Coordinator • AWH Foundation Manager • AWH Communications Director
SUPERVISES:	Not applicable

OVERALL:	Works collaboratively with other volunteers, event staff, and AWH representatives to ensure the smooth delivery of the SS&A City2City RunWalk.

QUALITY AND RISK MANAGEMENT

To ensure a safe and successful event, volunteers are expected to:

- Support a positive safety culture by **identifying and reporting hazards or incidents promptly**.
- Contribute to risk minimisation by **complying with instructions from event coordinators and team leaders**.

HEALTH AND WELLBEING

To ensure your safety and the well-being of others during The SSA City2City, volunteers are expected to:

- **Prioritise personal safety** at all times by remaining alert and taking proactive steps to mitigate risks.
- **Only undertake approved volunteer activities** within your assigned role. Do **not** provide medical advice or treatment, security services, or counselling under any circumstances.
- **Attend the mandatory event induction** on **14 February at 11:00 AM at SS&A**, where key safety and operational procedures will be covered.
- **Handle all equipment and items responsibly**, ensuring safe use and care for yourself and others.
- **Stay hydrated and take breaks as needed**, notifying your team leader if you feel unwell or require assistance.
- **Report any hazards, injuries, or incidents immediately** to the event coordinator or designated safety officer.

SCOPE OF AUTHORITY

Volunteers covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

CLOSING THE GAP

We actively encourage Aboriginal and Torres Strait Islander people to join our volunteer team and participate in this community event.

CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees/volunteers of AWH. Volunteers must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities volunteers must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of volunteer engagement.

Declaration:

I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and

patient information or such sensitive information that I may come across in the course of my volunteering.

ANNEXES
1. Organisational Responsibilities.
2. Jobs Demand Checklist.
3. References

DOCUMENT CONTROL	
Executive Sponsor:	Director of Communications
Manager Responsible:	Foundation Manager
Author(s):	Foundation Manager
Reviewed by People & Culture:	☐ 30/09/2026
Position Description ID No:	PD
Approval Date:	30.09.26
Date Due for Review:	01.09.27
Version No:	2.0
Original Approval Date:	30.09.26
Previously Named As:	No previous PD

ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

Communication:

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

Equal Employment Opportunity:

- Commitment to the principles.
- Supports diversity in the workplace.

Information Management:

- Collects and uses data as required.

Integrity:

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

Organisation Awareness:

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

People / Patient Focused Environment:

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

Infection Control:

- Hand Hygiene.
- Standard precautions.

Primary Health:

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

Quality Improvement:

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

Resource Management:

- Ensure all allocated resources are managed in an efficient and accountable manner.

Safe Practice and Environment:

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential workplace hazards and take corrective action.
- Vaccination status meets legislative requirements.

Self-Development:

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

Teamwork / Collaboration:

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

JOB DEMANDS CHECKLIST:

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements, and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

This form is to be completed by the Manager / Supervisor of the position being recruited to.

Position: ***SS&A CITY2CITY 2027 EVENT VOLUNTEER***

Department / Unit: *AWH Foundation*

Facility / Site: *Off site*

TASKS PERFORMED:
Nature of Tasks to be undertaken (Collective description as best describes tasks).

FREQUENCY DEFINITIONS:

I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
O = Occasional - activity exists up to 1/3 of the time when performing the job.
F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
C = Constant - activity exists for more than 2/3 or the time when performing the job.
R = Repetitive - activity involved repetitive movements.
N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
PHYSICAL DEMANDS:							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.			X			
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.		X				
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.			X			
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.						X
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).		X				
	Moderate lifting and carrying (10 – 15 kg).	X					
	Heavy lifting and carrying (16 kg and above).						X
Reaching	Arms fully extended forward or raised above shoulder.	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.	X					
Head / Neck Postures	Holding head in a position other than neutral (facing forward).	X					
Hand & Arm Movements	Repetitive movements of hands and arms.	X					
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.						X
Driving	Operating any motor-powered vehicle.						X

Demands	Description	Frequency					
		I	O	F	C	R	N
SENSORY DEMANDS:							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.			X			
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.			X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.						X
Taste	Use of taste is an integral part of work performance, eg: Food preparation.						X
Touch	Use of touch is an integral part of work performance.			X			
PSYCHOSOCIAL DEMANDS:							
Distressed People	Eg: Emergency or grief situations.			X			
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.				X		
Restraining	Involvement in physical containment of patients / clients.						X
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.						X
ENVIRONMENTAL DEMANDS:							
Dust	Exposure to atmospheric dust.						X
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						X
Hazardous Substances	Eg: Dry chemicals, glues.						X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X					
Inadequate Lighting	Risk of trips, falls or eyestrain.						X
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.						X
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.						X
Confined Spaces	Areas where only one egress (escape route) exists.				X		
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X					
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X					
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.						X
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				