



Banff National Park International Volunteer Program

VOLUNTEER SUPERVISOR

Position Description

Position Title	BNP International Volunteer Program VOLUNTEER SUPERVISOR (VS)
Supervisor	Leader of Volunteer Engagement, Banff National Park
Purpose	<p>The goal of the VS is to coordinate and implement the International Volunteer Program. To help achieve this goal, the VS will:</p> <ul style="list-style-type: none"> • Work directly with Parks Canada staff, mainly the volunteer program office, as well as other departments on volunteer activities and projects. • Help train, then supervise, transport, and work directly with 4 groups of 6 international volunteers from June to September (group changes every month). Training and activities are also supported by other Parks Canada staff, leadership volunteers, and work will occur with other small groups of volunteers. • See sample schedule. See 2012 brochure for program information. See Park Steward position description.
Outcomes	<ul style="list-style-type: none"> • 24 international volunteers will experience Banff National Park throughout the summer, and contribute over 4,500 hours to Parks Canada’s mandate of “education, protection, and enhancing visitor experience”. • Volunteers will learn, be inspired, and share with others all aspects of Banff National Park management and elements. • The park’s wildlife and ecological integrity benefits from international volunteers’ contributions through their activities such as wildlife fence checking, invasive weed removal etc. • Visitors have positive interactions with international volunteers and are inspired by their passion and excitement and dedication. Visitor experience will be further enhanced by volunteers’ participation in special events and activities such as painting picnic tables. • International volunteers will share their experiences with their online communities, friends, family during and after their experiences, inspiring more people to visit Banff, and ‘give back’.
Key Duties	<ul style="list-style-type: none"> • CARRY OUT A MONTHLY SCHEDULE CYCLE: Each month activities have a different focus and a new group of six international volunteers. See sample schedule. • ON-SITE COMMUNICATION AND EDUCATION: A phone and / or radio will be available to the VS to communicate with the volunteer office while at the activities, should issues arise. Be able to impart specific knowledge about the activity / location etc to the group on-site (with assistance from Parks staff etc when possible). • ORGANIZE AND LEAD INTERNATIONAL VOLUNTEER GROUPS: This position requires “leadership skills” to coordinate, motivate, and build teamwork within the group of international volunteers, as well as with Parks staff, leadership volunteers, other groups, visitors, etc. • REPORT & COMMUNICATE: Weekly meetings with the Leader of Volunteer Engagement to report, share highlights and challenges, make suggestions, plan for the upcoming week, etc. Ideally the VS would check in with each volunteer once a week too. • ASSIST IN IMPROVING THE MONTHLY AND ANNUAL PROGRAM SCHEDULE AND STRATEGY: As the season progresses, work with staff to ensure the program and the volunteers are on track. Suggest improvements. Develop a year-end report with recommendations for the following year. • BE RESPONSIBLE FOR GEAR: Before and after each volunteer activity, pick up and drop off required gear at the Banff Information Centre, report any issues with gear, and keep it neat and organized. • REGARD SAFETY: volunteers, staff and visitors, and of the park (this is the foundation of all

	of the above activities). Remember: Safety first, second, and third!
Qualifications	<ul style="list-style-type: none"> • Must be able to start mid-May and work until mid-October in order to complete training and post-program evaluation. Can negotiate on starting and ending ‘virtually’ but must be in Banff physically from June 1 to September 1, 2012. • Commitment to the goals and values of Parks Canada. • Knowledge of Banff National Park and its management plan, geography, visitor and volunteer activities is an asset (this can be offered through training). • Strong interpersonal, communications, and problem solving skills. • Good judgment; can be depended upon to work with volunteers in a positive manner. • Strong ability to work independently and as part of a team. • Physically fit enough to handle 3 hour shifts pulling weeds or hiking. • Responsible for transporting group to activities – must have Driver’s Licence valid in Canada, and a clean driving record. • Must have clean criminal record. • Must wear BNP Volunteer ID when on duty. • Must have Standard First Aid.
Locations, Times	<ul style="list-style-type: none"> • Various locations • Typical week involves working Wednesday – Sunday, working daylight hours.
Training	<ul style="list-style-type: none"> • After screening (interview, police record check), and prior to full acceptance, (volunteers must complete the initial package and attend orientation prior to full acceptance), volunteers will receive and review: <ul style="list-style-type: none"> ○ A welcome package including Letter of Offer, the Volunteer Program Handbook, Schedule of Orientation and Training, articles on park wildlife as well as a log in to an Online “Basic Interpreter Course” (4hr) from the Interpretive Guides Association • Mid-late May – one-on-one orientation to Parks Canada in Banff National Park through meetings and planning sessions with the Leader of Volunteer Engagement; introductions to other staff, The Juniper contacts, etc; a tour of the volunteer activity locations etc. Key Parks Staff will also train / guide / before and during placement. • Mandatory Orientation (1 day): <ul style="list-style-type: none"> ○ Canadian Rocky Mountain World Heritage Site, Parks Canada’s mandate, management priorities, BNP management plan and 5-year volunteer engagement strategy, Parks Canada resources in Banff (staff, facilities, etc) ○ Park Steward roles, responsibilities, code of conduct, projects, and logistics (eg. How to report, how to use of facebook, twitter) ○ How to enhance visitor experience, education, and protection – Code of Conduct reviewed and signed. ○ Ecological integrity issues, Conservation Biology 101 ○ How to minimize risk (to self, the public, the park, and Parks Canada), volunteer insurance and process for dealing with an incident / Canada Labour Code – Safety Agreement reviewed and signed. ○ Review / self-registration of and log-in to the Banff Park Volunteers’ website of resources / opportunities to sign up for projects • Optional Training for all Park Stewards (some at cost, others are free, some are offered via internet / video, some are offered in person): <ul style="list-style-type: none"> ○ Offered by Parks Canada staff or contractors: Bear Safety/Bear Guardians, Wilderness First Aid, GPS, Leave No Trace, Winter Wildlife Tracking, Ecological Issues Tour, relevant staff training

	<ul style="list-style-type: none"> ○ Offered by partner organizations: relevant speakers' series / information (various organizations offer these eg. Bow Valley Naturalists, WildSmart, Canadian Parks and Wilderness Society, Calgary Zoo, Yellowstone to Yukon, etc), interpretive training (Interpretive Guides Association), etc. ● Project-specific training, led by Parks Canada staff, retirees and leadership volunteers: <ul style="list-style-type: none"> ○ Varies depending on the project, usually in small groups and at the convenience of the volunteers ● Leadership training and practice: opportunities will be given to volunteers to develop and practice leadership skills in organizing and leading groups in park volunteer activities.
Measures of Success	<ul style="list-style-type: none"> ● Positive comments from the public, staff, and other volunteers (via unsolicited feedback) ● Numbers of contacts and conversations (recorded), quality of interactions (observed/anecdotal) ● Enhanced visitor experience, education, and park protection (via various indicators) ● Increase in the amount of data collected (recorded), quality of volunteer observations that assist staff in achieving their goals and objectives (observed and reported by staff interacting with the volunteers) ● Positive comments from the public, staff supervisors, and other volunteers (via unsolicited feedback) ● Enhanced volunteer experience and education; enhanced park protection (via various indicators)
Benefits	<ul style="list-style-type: none"> ● Accommodation is provided by The Juniper Hotel – staff accommodation (with the international volunteers). ● Van will be provided for transporting the group to activities ONLY (no personal use). ● A bike can be provided for personal use. ● No other expenses are covered – candidate is responsible for getting to Banff, food, any other personal expenses. ● Volunteer project-related expenses will be covered. Pre-approved ONLY.

PARKS CANADA'S MANDATE:

On behalf of the people of Canada, we protect and present nationally significant examples of Canada's natural and cultural heritage and foster public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.

Parks Canada's Commitment:	Volunteer Commitment:
Provide clear expectations (position description, policies & procedures) and adequate training, resources and support for you to meet them	Participate in training and ongoing learning opportunities; Communicate needs, feedback, ideas; Work within the boundaries of your volunteer position description and training to meet Parks Canada's integrated mandate for Visitor Experience, Education and Protection
Maintain an environment of open communication between and among volunteers and staff, a sense of teamwork, and of respect for human dignity, diversity, and privacy	As an ambassador for Parks Canada, uphold the public trust, and model at all times behaviour that is consistent with Banff National Park's regulations, policies, and guiding principles

Name of Volunteer: _____ **Signature:** _____

Name of Supervisor: _____ **Signature:** _____

Date: _____