

Volunteer Position Description



Position Title:	Operations Support Volunteer
Department / Function:	Event Volunteer Operations
Reports to:	Operations Support Coordinator

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Operational Support Volunteer supports the safe, organised and timely delivery of behind-the-scenes operational activities. This role assists with fleet movement, vehicle cleaning, event setup and pack down, kit restocking, order picking and packing, deliveries, HMS operations support and emergency management preparedness.

The role helps ensure people, vehicles, equipment and supplies are ready when and where they are needed. It is suited to volunteers who enjoy practical work, variety, teamwork and contributing to services that support the South Australian community.

In carrying out this role, the Operational Support Volunteer models St John SA's values of Teamwork, Integrity, Respect, Diversity and a commitment to High Quality Services. The role promotes safe work practices, respectful teamwork and reliable operational support.

Key Relationships	
Number of Direct Reports:	• nil
Key Internal Relationships:	• Health and Medical Services • Event Volunteer Operations

Core Functions	Scope of Work
Operational Readiness	- Maintain operational readiness across vehicles, equipment, kits and supplies - Check, organise and prepare operational resources so they are ready when required - Restock kits and supplies in line with team direction and agreed procedures - Support accurate, tidy and safe storage of equipment and operational items
Fleet and Transport Support	- Assist with fleet movement as directed, including approved movement between sites or service locations - Support fleet servicing coordination by moving vehicles, reporting issues and helping vehicles remain ready for use including restocking - Clean and wash fleet vehicles, including interior and exterior readiness checks within role scope - Assist with general deliveries and approved transport support tasks
Event Support	- Assist with setup and pack down for events, including moving approved equipment and supplies - Support South Australia's premier events by helping ensure resources arrive, are organised and are packed down safely - Work collaboratively with event and operations teams to respond to changing operational priorities during peak periods
Warehouse and Order Support	- Pick, pack and prepare orders accurately and safely - Assist with restocking, stock rotation and basic inventory checks - Support despatch and delivery of operational items in line with instructions - Apply safe manual handling practices and ask for assistance where required
HMS and Emergency Preparedness Support	- Support HMS Operations, including patient transport services, within the volunteer role scope - Assist with emergency management preparedness tasks, including equipment, supply and readiness activities - Contribute to reliable behind-the-scenes support that helps frontline teams deliver safe and timely services
Workplace Health Safety and Welfare	- Follow safe and healthy work practices at all times - Wear required WHS-compliant uniform and provide own steel cap boots - Report hazards, incidents, damaged equipment or vehicle issues promptly - Follow instructions, role boundaries and manual handling requirements, and escalate concerns when needed

Knowledge Experience and Capabilities

- Practical, reliable and team-focused approach to operational tasks
- Ability to follow instructions, procedures and safe work practices
- Strong communication skills and willingness to ask questions when unsure
- Ability to work respectfully with volunteers, staff and clients
- Good attention to detail when checking, restocking, picking, packing and preparing items
- Ability to work safely in active operational environments, including event sites and warehouse-style spaces
- Willingness to learn, receive feedback and build confidence through hands-on experience
- Ability to recognise personal limitations, seek help and escalate hazards or concerns when required

Qualifications

- Provide First Aid Certificate (desirable)

- Warehouse, store person, pick pack, fleet, deliveries, event support, manual handling, forklift or truck licence experience is desirable, but not essential

Essential requirements

- Current South Australian Driver's License (P2 or above)
- Flexibility in availability during weekdays and weekends
- Hold a National Police Certificate and a current Working with Children Check or be willing to obtain through St John
- Maintain current Child Safe Environments training
- Minimum commitment of 1 volunteer shift per fortnight
- Available for at least 3 hours, preferably Tuesday – Thursday between 10am-4pm. Monday and Friday availability may also be accommodated
- Provide own steel cap boots
- Willingness to complete induction and any required role training

Volunteer Benefits and Support Provided

- Practical warehouse-style and operational support experience
- Industry experience across operations, events, fleet, emergency preparedness and patient transport support
- Connection, community and the chance to be part of something meaningful
- Behind-the-scenes experience supporting South Australia's premier events
- Full induction and ongoing role guidance
- Free role-related training, including Provide First Aid if required
- Full WHS-compliant uniform provided
- Lunch provided during shifts
- Approved kilometre reimbursements and no out-of-pocket expenses for approved volunteering activities
- Opportunities for intrastate travel where available and appropriate

Skills Development and In-house Recognition

This role builds practical experience aligned with entry-level warehouse and supply chain operations skills. It is not nationally recognised training, but volunteers may receive an in-house skills recognition certificate that records the practical skills they have developed and demonstrated.

- Receiving, checking and storing goods
- Picking, packing and orders
- Stock and replenishment support
- Transport and dispatch support
- WHS and workplace procedures
- Fleet cleaning, movement and basic readiness checks
- Event setup and pack down
- Team communication and operational support
- General deliveries and transport support
- Emergency management preparedness support