



Tour Guide

2019 Volunteer Job Description

Position Title	Tour Guide
Supervisor	Shana Barbour, Program Coordinator (shana@friendsoffishcreek.org)
Tour Program Description	The Friends offer education tours throughout Fish Creek Provincial Park with the goal of engaging the public on topics that highlight the natural/cultural/historical history of the park landscape while also raising awareness of issues related to the Fish Creek watershed. We walking tours as well as tours on our 11-seater electric Minibus which serves to offer accessible program experiences to those experiencing mobility restrictions. Guides are supported by trained Walking Tour Assistants and Minibus Drivers. All tour proceeds support our ongoing stewardship and education work in Fish Creek Provincial Park.
Overall Role of Minibus Tour Guide	To provide a quality educational tour experience based on your particular area of expertise or tour content you have been trained to deliver.
Desired Outcomes	<ul style="list-style-type: none"> • Increased engagement and access to the park for visitors • Heightened public awareness of natural/historical/cultural or other features in the park as well as issues related to the Fish Creek watershed and park landscape • Promotion of Friends' programs and events • Generation of funds to support Friends' ongoing education and stewardship activities
Tasks & Responsibilities	<ul style="list-style-type: none"> • Sign up for shifts using <i>MyVolunteerPage</i> • Provide necessary information to Friends staff related to instructor and program needs if delivering a tour the you have created • Interact professionally with tour participants and the public • Professionally deliver the tour content to the best of your ability • If hosting a Minibus Tour, supporting the Minibus Driver in the event of an emergency to ensure tour participants are safe • Provide feedback to Supervisor through Program Report form
Requirements	<ul style="list-style-type: none"> • Sign and submit Friends of Fish Creek Volunteer Agreement and Social Enterprise Contract (if applicable) • Acknowledge the Friends of Fish Creek Volunteer Handbook on MVP profile • Clear Police Information and Vulnerable Sector Checks (first year Guides only) • Carry fully-charged personal cell phone and provide First Aid if needed (only if currently certified) • Friendly and professional interpersonal skills • Experience with public speaking and/or guiding tours and if possible, personal/professional area of expertise to support your tour outings • Basic computer/internet literacy and working email account • Reliable transportation to get you to different areas of the park
Time Commitment	An average of 6-10 hours (2-3 tours) per month from June to October
Training	Completion of Friends' Tour Guide training and/or through meetings with Friends' staff in addition to "dry-run" opportunities for new tour topics. There will also be the (optional) opportunity to join in the Minibus Driver volunteer training
Evaluation	Ongoing and via participant Program Feedback forms. We welcome feedback from volunteers throughout the season and will send out a formal Volunteer Experience Survey at the end of the season.
Benefits	<ul style="list-style-type: none"> • Get involved in the Friends of Fish Creek community and meet new people • Play an active role in supporting the financial sustainability of the Friends • Receive <i>Voice of the Friends</i> newsletter to stay informed about upcoming events & happenings in Fish Creek • Invitation to optional First Aid training • Invitation to Volunteer Appreciation events
Revised Feb 1, 2019	