

Team Leaders - Brief Sheet

General Brief

- As a Team Leader, who'll be the main point of contact for a specific group of volunteers.
- You will brief your team on their role and responsibilities and oversee the tasks at hand.
- You'll make sure your volunteers take breaks if required and are well looked after.
- Manage shift change overs between volunteers.
- Ensure that safe work practices are taken (eg heavy lifting, heat management etc).
- Make sure that accurate information is provided to Patrons.
- Reports to Volunteer Coordinator.
- Ensuring cheery customer service and demonstration of Midsumma's core values.

This Role Suits

- Someone with a previous team leader or supervisor role.
- Is used to clear and efficient communication and working with lots of different people.
- May require some walking on uneven ground, as well as some bending and lifting.

On Arrival

- Go to Volunteer HQ to sign in, and collect your accreditation.
- Meet up with Volunteer Coordinator at Volunteer tent, who will brief you on your role.

Sensitivity

- Many people who attend, volunteer or perform at Carnival represent diverse communities which may be at risk or prone to discrimination. Keep watch for anti-social crowd members and call for assistance through the EOC or security if required.
- Use gender-neutral pronouns until the person identifies their pronouns.

End of Shift

- Please come back to the Volunteer Tent and sign out.
- You are then free to enjoy the festival. Please change out of your volunteer t-shirt and accreditation at this time.

**Who to talk to if
you have an issue:**

