### Role Description

**He kura te tangata**

<table>
<thead>
<tr>
<th>Position title</th>
<th>Volunteer Access Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary work unit</td>
<td>Disability Services</td>
</tr>
<tr>
<td>Responsible to</td>
<td>Volunteer Coordinator</td>
</tr>
<tr>
<td>Responsible for</td>
<td>None</td>
</tr>
<tr>
<td>Position status</td>
<td>Volunteer – Minimum 1 trimester</td>
</tr>
<tr>
<td>Contribution</td>
<td>20-30minutes a week minimum</td>
</tr>
</tbody>
</table>

**Our vision**

Victoria University of Wellington will be a world-leading capital city university and one of the great global-civic universities.

**Our mission and purpose**

Victoria University of Wellington’s mission is to undertake excellent research, teaching and public engagement in the service of local, national, regional and global communities.

**Our values**

Victoria University of Wellington’s core ethical values are respect, responsibility, fairness, integrity and empathy. These values are manifested in our commitment to civic engagement, sustainability, inclusivity, equity, diversity and openness. We prize intellectual rigour and independence, academic freedom, critical enquiry and excellence.

---

**Victoria – our university**

Victoria University of Wellington is New Zealand’s globally-minded capital city university, focused on engaging with Wellington, New Zealand and the Asia-Pacific region and connecting with the world. Victoria values the expertise of its professional staff in supporting and enabling teaching, research and engagement activities.

Victoria is a progressive university with ambitious strategic goals and a commitment to having a professional workforce that reflects the diversity of its community. Professional staff engage with academic staff, students, parents, Government, iwi, community groups and many other external stakeholders. All professional staff are expected to uphold the reputation of Victoria through the way they undertake their work.

Victoria is committed to the Treaty of Waitangi. “Mai i te iho ki te pae” is the Māori Strategic Outcomes Framework which is linked to Victoria’s Strategic Plan.

**Mā te rautaki tātou e koke whakamua**

(via the strategy we strive to move forward together)

For further information about Victoria go to [www.victoria.ac.nz](http://www.victoria.ac.nz) and [Welcome to Victoria](http://www.victoria.ac.nz).
Position purpose

Disability Services Volunteers

Disability Services’ volunteers provide quality services to students with disabilities in a cost-effective manner, through utilising the volunteer effort of the University community. Currently volunteers perform the roles of note-takers in lectures, team leaders (responsible for a group of note-takers), access guides and drivers of the mobility van that transport students with mobility impairments.

Volunteerism builds strong and cohesive communities, giving people a connection with the community they belong to and a sense of purpose.

Access Guides

The University environment is one where the ability to move around, and in-between, campuses can be challenging given our hilly terrain, particularly in the tight timeframe between classes. To eliminate this barrier we have Access Guides who support students by ensuring they have a clear pathway, know the accessible route and are provided with physical support if needed. There are many mobility and medical related impairments which may cause a student to require the support of an Access Guide. This impairment may be long term, temporary or recurring.

Position location

Volunteer Access Guides are located within the Disability Services team in Student Academic Services (Retention, Achievement and Equity). The role of Student Academic Services is to provide a range of management, professional and academic services that enhance the student experience and improve academic achievement. Disability Services is Victoria’s key service provider of disability advice, expertise and support. We work with students to identify their disability related needs, goals, strengths and specific supports. We work with staff to ensure Victoria is an inclusive education provider and that students receive equitable access to their student experience.

Strategic context

Disability Services has a operational plan which is aligned to Victoria’s Strategic Plan. Volunteer Access Guides will help Disability Services achieve its goals by ensuring students receive quality and timely volunteer services that assist students to achieve their academic aspirations and ensure they can fully access Victoria’s campuses.

Key responsibilities

- Ensure that you arrive at the pick-up location to meet the student (with the electric wheelchair if needed) by the time provided in the schedule.
- Clear the pathway and open doors for the student on the walk. This can include bathroom doors.
- Orientate a student to the accessible route.
- Provide a friendly and professional service.
- Provide physical stabilising support if needed.
- Inform the Disability Services Volunteer Coordinator immediately if you are unable to do a walk for any reason.
- Maintain agreed protocols and confidentiality. The student and their needs should not be discussed outside of Disability Services.
Personal care (e.g. toileting and heavy lifting) is not the role of the Assistant Walker.

Emotional support is also not the role of the Assistant Walker.

If you believe that the student needs support outside of your role please encourage them to talk to their Disability and Inclusion Adviser and advise the Volunteer Coordinator.

---

**Key relationships**

The Disability Services Volunteer Coordinator coordinates the schedule and is the contact person if there is anything you need to do your role or if there are any problems with the electric wheelchair. They will email updates throughout the trimester.

The Volunteer Coordinator is also the support person if any issues arise with the student. In some cases they may refer you to a Disability and Inclusion Adviser for additional advice.

---

**Selection criteria – essential**

- Must be able to obtain criminal records clearance from the Ministry of Justice. The Volunteer Coordinator will support you to do this.
- At least 30 minutes free per week to do a walk.
- A responsible and reliable attitude. Students cannot attend their class if you do not show.
- Empathy for students.
- Belief in the importance of volunteering.
- Referees to be provided on request.

---

**Selection criteria – desirable**

- A personal philosophy which embodies volunteerism
- Experience and enjoyment of being in a team situation
- Knowledge of the benefit of Disability Services for students with impairments
- Knowledge of the University environment and the structures that exist
- Awareness of the issues surrounding disability

---

**Disability Services Provides**

- A friendly and supportive volunteering environment. We believe in the importance of volunteers and are committed to helping you make a difference.
- Opportunity for disability and inclusion training.
- Opportunity to network with the University community.
- Regular information and support.
- A koha and certificate for your contribution and effort.
- Opportunities for self-development, including the Victoria Plus Award programme.