

# GC2018 Triathlon

## Sport Specific Volunteers

### Letter of Nomination Summary



Congratulations, in receiving a Letter of Nomination (LON) you have been identified by Triathlon Australia (TA) as a candidate to be selected as a Sport Specific Volunteer (SSV) for the Gold Coast 2018 Commonwealth Games Corporation (GC2018).

The following document provides further details on your opportunity and the forward process should you choose to proceed with a SSV registration and be considered for selection as a GC2018 Triathlon SSV.

#### 1. INTRODUCTION

The Gold Coast 2018 Commonwealth Games Corporation (GOLDOC) is seeking to identify approximately 15,000 volunteers to help deliver the GC2018, including approximately 3,000 volunteers with specific knowledge and experience within the various sports on the GC2018 program. GOLDOC refers to volunteers with sport specific knowledge and experience as Sport Specific Volunteers (SSVs). Like all volunteers SSVs form a crucial part of the GC2018 Workforce that will collectively deliver the Games. The Sport of Triathlon requires approximately 250 SSVs.

A SSV is a specialist volunteer who has a strong understanding of the competition requirements/procedures relevant to a particular sport, and specific experience in the delivery of competition and/or operations for that sport (at a local, state, national or international level). During GC2018 SSVs will play a key role assisting Sport Competition Management teams deliver competition and training, working alongside the appointed Technical Officials to ensure competitions run smoothly.

SSVs may be athletes, former-athletes, officials, officials in training, coaches, administrators, sport staff, venue staff or other individuals regularly involved in competition for the particular sport.

During GC2018 all appointed SSVs will fall under the management of the Sport Manager and their Competition Management team. All SSVs will be assigned to a specific role (with a Role Description), will be rostered for specific shifts, and will have specific responsibilities to fulfil. SSVs will be provided with role-specific training and will undergo venue familiarisation prior to commencing work.

SSVs will play a key role in the delivery of sport competitions at GC2018, and will often work in the vicinity of athletes and other important Games clients, and/or on the Field of Play within view of spectators, broadcast cameras and the press. SSVs are important ambassadors for GOLDOC, the Gold Coast and Australia. GOLDOC is therefore seeking outstanding individuals to fill these roles.

## 2. TRIATHLON SSV ROLE SUMMARY

The below table provides a summary of the Triathlon SSV roles required.

<b>Role</b>	<b>Description</b>
Information	Information SSVs to be located at Games Official and Triathlon venues (e.g. Airports, Athlete Village, Training Centre, Triathlon Venue) and will assist the Sport Competition Management in sport specific information services. Will be responsible for handling enquiries, bookings and distributing information to Athletes, Coaches and Sport Competition Management.
Arrivals / Departures	Arrival and Departure SSVs to be located at Games Official and Triathlon venues (e.g. Airports, Athlete Village, Training Centre, Triathlon Venues) and will assist the Sport Competition Management in greeting, directing and assisting with loading equipment for all Athletes, Coaches and Sport Competition Management as required.
Back of House (BOH) Services	BOH Services SSV to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist the Sport Competition Management in servicing all BOH areas (e.g. Athlete Lounge and Technical Official Lounge) with information distribution, product re-stocking, equipment logistics, cleaning and waste management etc. as required.
Course	Course SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist the Sport Competition Management in the Field of Play specific to either the swim, bike, run or transition. Responsibilities may include assisting with equipment logistics, directions, safety / hazard identification, marshalling / chaperoning and sport support services e.g. timing and mechanicals.
Aid Stations	Aid Station SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist Sport Competition Management with on course Aid Station set up and maintenance as well as Athlete hydration via the handling and distribution of water as required during competition.
Finish Line	Finish Line SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist Sport Competition Management. Responsibilities may include assisting with equipment logistics, directions, safety / hazard identification, marshalling / chaperoning and sport support services e.g. timing and medical as required.
Recovery	Recovery SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist Sport Competition Management with post finish Athlete recovery. Responsibilities include handling and distribution of recovery nutrition and fluids, collection of timing chips and Athletes direction to the Athlete Lounge.

Pedestrian Crossings	Pedestrian Crossings SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist the Sport Competition Management in the Field of Play specific to either the swim, bike, run or transition. Responsibilities will focus on the safe crossing of the Field of Play for all pedestrians in between competition periods.
Accreditation and Security	Accreditation and Security SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist the Sport Competition Management in BOH & FOP secure area access e.g. FOP, Finish Line, Athlete Lounge and Technical Officials Lounge. Primary responsibility will be cross checking personnel accreditation for access into / between areas. This position will be supported by Games official security providers where deemed appropriate.
Para Handlers	Para Handlers SSVs to be located at the Triathlon Venue (Southport Broadwater Parklands) and will assist the Sport Competition Management with handling para equipment and transitions (e.g. T1 swim to bike and T2 bike to run) as well as general movements around the Triathlon Venue as required. This SSV role will be required at times to physically assist Para Triathletes. Prior experience in working with Para Triathletes is preferable.

### 3. SELECTION CRITERIA

GOLDOC and TA have identified the following Sport Specific Selection Criteria for Triathlon. All SSVs are required to currently meet or agree to obtain the following competencies in order to be selected as a Triathlon SSV.

- Be positive and enthusiastic about the sport of Triathlon.
- Currently holds a Local Technical Official Qualification or will undertake to complete Community Level Officiating training, and Triathlon Australia membership prior to June 1<sup>st</sup>, 2017.
- Has a minimum of 3 years' prior employment or experience volunteering, participating, coaching, officiating or staffing at an ITU, OUT, National or State Championships or Qualifier Triathlon Event. Most recent employment or experience must also have been within the last 12 months from lodgement of expression of interest.
- Preferable to have had prior understanding or experience working with Para athletes.
- Able to interact competently in English with Athletes, Team Officials, Technical Officials, other Volunteers, GOLDOC staff and other stakeholders.
- Must be available across all the following key dates to participate (volunteer) in the delivery of GC2018 Operational Trial Events, Sport Specific Volunteer Selection Processes and Training Session and the Gold Coast Commonwealth Games delivery.
- Able to make their own accommodation and transport arrangements across the defined key dates and all GC2018 official events as required as part of the role as a Sport Specific Volunteer.
- Willing to undergo and comply with a security background check as per GC2018 requirements.
- Must be a minimum of 16 years of age at the time of lodgement of expression of interest.
- The GC2018 Volunteer Registration Process is an online process, therefore all applicants must have access to complete the registration within the online opening period and receive updates online.

In addition to any sport specific selection criteria GOLDOC requires all SSVs to have the following core competencies:

<b>Competency</b>	<b>Description</b>
Knowledge	An understanding of the rules, regulations, protocols and competition procedures specific to the sport
Experience	Experience volunteering or otherwise participating in the delivery of competition for the sport at local, state, national or international level
Passion	Be passionate about GC2018 and the particular sport
Integrity	Ability to conduct oneself in a professional and ethical manner at all times during GC2018, both during and outside competition
Communication	Ability to interact competently in English with Athletes, Team Officials, Technical Officials, other Volunteers, GOLDOC staff and other stakeholders
Teamwork	Ability to work collaboratively with other Volunteers in a team environment, and accept instructions from Technical Officials and others responsible for competition management
Physical Fitness	Suitable physical fitness relative to the specific role to be filled at GC2018
Composure	Ability to remain calm under pressure and respond quickly and appropriately to changing circumstances
Positive Outlook	Flexible, adaptable, reliable, with a positive 'can do' attitude
GREAT	Ability to act in accordance with GOLDOC's corporate values: <b>G</b> lobal – think globally for the organization, the Games and beyond <b>R</b> espect – respect our work and thoughts <b>E</b> xcellence – deliver excellence in everything we do <b>A</b> ccountable – act with the highest integrity and fairness <b>T</b> rust – empower each other to do our jobs in a collaborative environment

#### 4. GC2018 SSV ENTITLEMENTS

It should be noted that SSVs are required to make their own accommodation arrangements at Games Time, and that free public transport privileges at Games Time for GC2018 Workforce will extend to a limited catchment area in/around the Gold Coast.

The table below summarises the things which GOLDOC will and will not provide to GC2018 SSVs.

GOLDOC <b>will</b> provide the following to GC2018 SSVs:	GOLDOC <b>will not</b> provide the following to GC2018 SSVs:
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Free public transport within the metropolitan area of the Gold Coast (within Cairns and Townsville TBC)</li> <li><input checked="" type="checkbox"/> Meals at the venue on the days worked</li> <li><input checked="" type="checkbox"/> A Gold Coast 2018 volunteer uniform</li> <li><input checked="" type="checkbox"/> Training appropriate to the assigned role</li> <li><input checked="" type="checkbox"/> Games Time roster</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Financial or other support for travel to the Gold Coast</li> <li><input checked="" type="checkbox"/> Visa support for overseas applicants</li> <li><input checked="" type="checkbox"/> Accommodation</li> <li><input checked="" type="checkbox"/> A certificate to support a request for leave from work</li> <li><input checked="" type="checkbox"/> Any form of payment</li> </ul>

## 5. SSV REGISTRATION, SELECTION AND APPOINTMENT PROCESS

### Registration

All candidates who are interested in being considered for a SSV role **must** register to be a volunteer by completing the GC2018 Volunteer Registration process. This is an online process. The Volunteer Portal will be open from the 6<sup>th</sup> February for a period of 4 weeks.

GOLDOC via TA will provide those candidates who received an LON with a sport specific Gold Coast 2018 Volunteer Code for Triathlon. Candidates will be prompted to enter the code for their sport during the online registration process. Entry of the code will ensure that nominated SSV candidates are differentiated from candidates registering to become GC2018 generalist volunteers and will be assigned specifically to the sport of Triathlon.

All candidates must complete the registration process in February, failure to do so will make them ineligible for a GC2018 Triathlon role. Candidates should also not pass on the sport specific GC2018 Volunteer Code to others without prior consent from GOLDOC.

### Selection

Once the GC2018 Volunteer Portal closes, GOLDOC will be provided with details of all candidates who have registered using the relevant sport specific GC2018 Volunteer Code. GOLDOC and TA will then be required to review the list of registered candidates against the selection criteria's and develop a shortlist of suitable candidates for invitation to the next phases of the selection processes. (In the event that there is an insufficient number of candidates to fill the required roles, additional candidates with relevant experience will be drawn from the generalist volunteer pool.)

Shortlisted candidates will be invited by GOLDOC to attend the Volunteer Selection Centre (between April – July 2017) where they will be provided with a GC2018 Sport Specific Volunteer induction and meet their respective GC2018 Sport Manager. Where necessary, Sport Managers will conduct short interviews at the Selection Centre to determine which candidates will receive a formal offer, and which roles individual candidates will be assigned to. Where it is not feasible for candidates to attend the Volunteer Selection Centre they will be able to complete the volunteer induction online, and may be required to undertake an interview conducted remotely.

Candidates who are not shortlisted, or who are subsequently deemed unsuitable for, a SSV role will be advised immediately. They may be considered for alternative GC2018 volunteer roles.

### Appointment

GOLDOC will advise successful SSV candidates of their appointment to Triathlon by issuing a formal Letter of Offer. Offers will be generated and issued via the GC2018 Volunteer Portal. All candidates will be appointed to a specific SSV role with an associated Role Description.

Further communications, including details of rosters, an invitation to collect a uniform and accreditation pass, and instructions on training will be sent to SSVs via the GC2018 Volunteer Portal.

## 6. TRIATHLON SSV SELECTION, TRAINING AND ACTIVATION TIMEFRAMES

The table below provides a summary of the relevant timeframes specific to the selection, training process and Games Time activation.

By registering a sport specific code, candidates will endeavour to be available during these timeframes in order to meet the selection criteria and be selected as a Triathlon SSV. A revised and detail specific timetable will be realised in line with invitations to the GC2018 Volunteer Selection Centre.

PROCESSES	TIME FRAME
Identify potential SSVs via expressions of interest	January – February 2017
Provide accepting SSVs with sport specific GC2018 Volunteer Code	January – February 2017
Accepting SSVs to register via the GC2018 Volunteer Portal	6 <sup>th</sup> February – 3 <sup>rd</sup> March 2017
Participation in GOLDOC operational testing event (World Triathlon Series Gold Coast)	April 8 <sup>th</sup> – 9 <sup>th</sup> , 2017
Accepted SSVs invited to the GC2018 Volunteer Selection Centre (Gold Coast)	April – July 2017
Letters of Offer sent to successful candidates	July – August 2017
Volunteer Orientation	October – December 2017
Games Time rosters issued to SSVs	November 2017 - January 2018
Uniform and accreditation collection	23 <sup>rd</sup> January – April 2018
Venue Specific Training	March – April 2018
Additional Role Specific Training	March – April 2018
Games Time	March/April 2018

## 7. FURTHER INFORMATION

For further support during registration, please call the GC2018 Volunteer Contact Centre on 1300 2018 00. Alternatively, you can send us an email at [volunteer@gc2018.com](mailto:volunteer@gc2018.com) or visit our website [www.gc2018.com](http://www.gc2018.com) for more information.

Should you have any questions specific to the selection criteria please do not hesitate to contact GC2018 Triathlon Manager Chris Jarvis at [chris.jarvis@goldoc.com](mailto:chris.jarvis@goldoc.com).

Thank you for taking the time to consider being involved at GC2018 in the sport of Triathlon.