



Volunteer Roles at the Australian Homelessness Conference 2024

The Australian Homelessness Conference will be held in Adelaide in August. We are looking for enthusiastic volunteers to join our team in making this conference one to remember; there are a number of opportunities available.

Do you want to gain the first-hand perspectives of industry experts? Our Concurrent and Plenary Session roles are unique opportunities to staff our sessions while listening to presentations from homelessness and community service sector leaders, policy makers, researchers and more.

For those studying event management, our Concurrent Session Event Volunteer role is a great chance to gain hands-on behind the scene experience, assisting behind the scenes with volunteer and speaker liaison.

With a variety of roles to get involved with, we look forward to having you join our team 13-14 August at the Adelaide Convention Centre.

To apply, please click on the following link to complete the application form no later than Sunday 30 June 2024: [APPLICATION FORM](#)

About the Australian Homelessness Conference 2024

The Australian Homelessness Conference is Australia’s largest homelessness conference, bringing together all sectors addressing homelessness in Australia to share new ideas, best practices, and opportunities for system reform.

The program is shaped by sector leaders and features the latest research, leading policy ideas, and best practice examples of homelessness service provision in Australia and internationally.

Hosted by the Government of South Australia, AHURI will convene the Australian Homelessness Conference in Adelaide on 13-14 August 2024, supported by Principal Partners Business Events Adelaide and Adelaide Convention Centre.

Roles available

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ROLE: Session Assistant

OVERVIEW: Assist with execution of concurrent and/or plenary sessions by ushering attendees into the room, assisting them with any questions relating to location of facilities, assist with use of the conference portal and assist with microphone running for Q&A.

DUTIES:

- Arrive at allocated room **30 minutes** before beginning of session.
 - Introduce yourself to the AHURI team member or Concurrent Session Event Volunteer.
 - Liaise with the AHURI Events staff or Concurrent Session Event Volunteer as to when the door will open. One volunteer per door will be allocated a click counter which is to be used to count people coming through the door and reported back after the session. Check name tags to ensure people are entitled to attend session e.g. exhibitors do not have access to sessions.
 - Ensure you know where the 'How to use the portal' flyers are to pass onto any delegates who have queries regarding the conference portal.
 - Ensure you know where the microphones are for Q&A and liaise with the AHURI team member or Concurrent Session Event Volunteer as to which part of the room you will cover if part of your role.
 - Stand outside door to answer any questions from attendees waiting to enter. Engage with those waiting as to whether they have the conference portal loaded and if not, assist them to access it.
 - As delegates arrive, direct them to empty seats (usually to the front, where they are less likely to sit) and encourage them to fill from the centre (unless have mobility issues).
 - During the presentation(s), usher any late comers to vacant seats.
 - Microphone runner Q&A - work with other volunteer to move microphones to attendees who raise hands. Ensure you are eye contact with the facilitator in relation to who is going to be asking a question.
 - Assist AHURI staff as directed.
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ROLE: Signage and Directional Assistant

OVERVIEW: Assist delegates with directions to sessions, break areas, bathrooms and direct conference presenters to the speakers' prep room.

DUTIES:

- Arrive at venue for morning briefing session where tasks for the day will be allocated.
- Stand in allocated area to be ready to assist delegates with the location of rooms and if multiple entries to a room, direct them to a door that is not being used as much and encourage people to move forward and into centre.
- Assist delegates with directional questions, such as locations of sessions, break areas and facilities.
- Assist delegates with general enquiries.
- Assist AHURI staff as directed.

Note: *This role is likely to be done in conjunction with one of the other roles, such as Session Assistant.*

ROLE: Information Desk and Registration Attendants

OVERVIEW: Assist with answering delegate questions at the Conference Information Desk and assisting with people checking into the conference.

DUTIES:

- Arrive at Information/registration desk **15 minutes** prior to allocated volunteer shift time.
- Review the FAQ document and be familiar with answers or at least where to find them.
- Answer directional questions such as location of any rooms being used, timings, location of facilities at Adelaide Convention Centre.
- Direct presenters to the Speaker Prep room.
- Registration attendants assist people with using the self-check-in kiosks to print name tag and collect lanyard and Pocket Program.
- Assist delegates with accessing the conference portal (website to be saved to homepage).
- Alert the Conference Manager to questions repeatedly raised that can point to an improvement (i.e. directional signage, etc)
- Assist AHURI staff as directed.

Note: *This role may be done in conjunction with one of the other roles.*

ROLE: Concurrent Session Event Volunteer

OVERVIEW: Assist with the coordination of allocated concurrent sessions, including speaker management, liaising with AV technicians and supervision of session Volunteers.

DUTIES:

- Arrive at allocated rooms at least **30 minutes** before beginning of session.
- Check the session briefing document for a session sponsor. If there is a sponsor, check if there is a banner for them in the room and if the correct holding slide being displayed.
- Introduce yourself to the AV technicians and ensure all is okay for the session – check the session briefing document for what should be in the room.
- Greet speakers and facilitators and coordinate them getting ready for the session such as introducing to AV technicians for microphones.
- Ensure volunteers are at the doors and understand their role. At end of session, collect clickers and report the total attendance to AHURI Events staff.
- Ensure you know where the microphones are for Q&A and direct the session volunteers as to which part of the room they will be covering and ensure they are aware of their role: keep eye contact with facilitator as well as audience for where questions are coming from and cleaning microphone after delegate has asked a question.
- Where required, assist delegates with any technical questions relating to the conference portal.
- Usher delegates to seats making sure the front seats are filled up first.
- Assist AHURI staff as directed.

Note: This role is ideal for a person studying Events Management/Coordination or is highly organised with strong attention to detail.

AHURI EVENT CONTACT:

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