



## SASP CONGRESS SEPTEMBER 2018

# Volunteer roles and responsibilities

**Please do not offer your services as a volunteer if you do not believe you will be able to meet the minimum requirement.**

### WHAT ARE THE RESPONSIBILITIES OF VOLUNTEERS?

- You must be available for at least one shift over the course of the congress, Wednesday 12 September to Sunday 16 September 2018 inclusive;
- However, you are welcome to offer as much of your time as you want over and above the minimum. Most requirements will be during the days of the congress, 14-16 September;
- Each shift is 5-6 hours;
- You must attend a training session that will occur immediately prior to the congress;
- You must be welcoming, flexible, approachable, friendly and helpful to the delegates who are attending;
- You must be responsible for your own transportation to/from the St George Hotel in Doornkloof Centurion Gauteng.

### WHAT ARE THE ROLES OF VOLUNTEERS?

SASP Congress 2018 volunteers will be required in many different areas, including:

- Chair check-in Hospitality assistant
- Clinical visits transport assistant
- Closing ceremony Hospitality assistant
- Congress directional/general information assistant
- Exhibit hall hospitality assistant
- Information and message desk Hospitality assistant
- Media centre and SASP Communication Team Hospitality assistant
- Opening ceremony/welcome reception Hospitality assistant
- Poster area Hospitality assistant
- Pre- and post-congress courses - registration session/room monitor assistant
- Registration Desk assistant
- Scientific programme room monitor / speaker service centre AV Hospitality assistant
- Volunteer lounge scheduling assistant

## Chair Check in – Hospitality Assistant

Job Description:	<p>Oversee the chair check in:</p> <ul style="list-style-type: none"> <li>• Ensure session chairs are checked in and prepared for their assigned session</li> <li>• Notify the scientific programme staff in good time if a session chair has not turned up</li> </ul>
Responsibilities:	<p>Background: The chair of each session must report to the chair check in area at least 30 minutes prior to the session start. This enables us to ensure all session chairs are present, and have all the information they need for their session.</p> <p>Volunteer duties:</p> <ul style="list-style-type: none"> <li>• Ensure the area is kept clean and tidy, free of rubbish and that all signage is in place</li> <li>• Greet and verify chairs</li> <li>• Notify the scientific programme staff if any chair has not arrived 15 minutes before the start of their session</li> <li>• Provide chairs with any notices to be read out prior to the start of their session</li> <li>• Direct chairs to their assigned session room</li> <li>• Answer general questions</li> <li>• Other duties as required onsite</li> </ul>

## Clinical Visits – Transport Assistant

Job Description:	Assist delegates travelling to clinical visits
Responsibilities:	<ul style="list-style-type: none"> <li>• Join the group for the visit as the host for the group</li> <li>• Ensure all delegates registered for that visit are present at the pickup point and checked off list as they load the buses</li> <li>• Escort them during transport</li> <li>• Remain at the venue</li> <li>• Escort the delegates back to St George Hotel via buses</li> <li>• Answer delegate questions as required</li> <li>• Return list of delegates to Magda Fourie</li> </ul>

## Closing Ceremony Hospitality Assistant

Job Description:	<p>Welcome delegates to the Closing Ceremony:</p> <ul style="list-style-type: none"> <li>• Provide directional support to Closing Ceremony</li> <li>• Manage quick seating of delegates</li> <li>• Assist with certificate distribution for abstract awards, if applicable</li> </ul>
Responsibilities:	<ul style="list-style-type: none"> <li>• Encourage prompt flow of people into the room</li> <li>• Ensure seats are filled from the front backwards</li> <li>• Be available to assist with certificates if required</li> </ul>

## Congress – Directional / General Information Assistant

Job Description:	Provide directions to delegates when requested <ul style="list-style-type: none"> <li>• Answer general enquiries</li> </ul>
Responsibilities:	<ul style="list-style-type: none"> <li>• Have a good understanding of the congress events, activities and schedule</li> <li>• Know where to look or who to ask for answers</li> <li>• Answer delegate questions and provide information on the various things to do during congress and in Gauteng</li> <li>• Provide friendly and accurate information or directions to people who ask</li> </ul>

## Exhibit Hall – Hospitality Assistant

Job Description:	Assist delegates and exhibitors in the Exhibit Hall
Responsibilities:	<ul style="list-style-type: none"> <li>• Answer general questions about where to find exhibitors, posters, and other areas in the exhibit hall</li> <li>• Assist Poster volunteers and SASP staff as required</li> <li>• Roam and be of assistance when approached with general queries as above</li> <li>• Keep an eye on ALL areas in the hall as you roam and assist in keeping areas generally in a neat and tidy state (ie. seating spaces neat) and letting Americo Pinheiro know if anything requires attention</li> <li>• Exhibition Area includes: General exhibit area, aisles, seating refreshment areas, Poster area and SASP Stand.</li> </ul>

## Information and Message Desk – Hospitality Assistant

Job Description:	Provide general congress information to delegates
Responsibilities:	<ul style="list-style-type: none"> <li>• Offer general assistance or directions to delegates</li> <li>• Provide delegates with paper and pens to write messages for pin board – the message should be folded over, the person's name clearly written on the front, and pinned to the board</li> </ul>

## Media Centre and SASP Communication Team – Hospitality Assistant

Job Description	Be on hand at the media centre to provide help to members of the media and the SASP communication team
Responsibilities:	<ul style="list-style-type: none"> <li>• Assist SASP's Communications Team who will be on hand some of the time to provide support to the media and the volunteer, but the responsibility of the volunteer is to be on hand as much as possible</li> <li>• Assist event staff when required, for example, to help find people, getting messages to people, etc.</li> </ul>

## Opening Ceremony / Welcome Reception – Hospitality Assistant

Job Description:	<p>Welcome delegates to the Congress' Opening Ceremony</p> <ul style="list-style-type: none"> <li>• Assist with directing delegates into the Opening Ceremony and finding seats</li> <li>• Assist with directing delegates to the Welcome reception</li> </ul>
Responsibilities:	<ul style="list-style-type: none"> <li>• Welcome delegates (and VIPs) when entering the venue</li> <li>• Check delegate badges and collect guest tickets</li> <li>• Assist with providing information and guidance to the delegates</li> <li>• Assist event staff where required</li> <li>• Distribute drink tickets</li> </ul>

## Poster Area – Hospitality Assistant

Job Description:	<ul style="list-style-type: none"> <li>• Assist with the efficient set-up and tear-down of the poster board area</li> <li>• Assist delegates and presenters in the poster display area</li> </ul>
Responsibilities:	<p>Those presenting posters will be asked to put their poster from 07:30 the day of their poster presentation. Volunteers are required to assist during these periods to:</p> <ul style="list-style-type: none"> <li>• Direct presenters to the poster display area</li> <li>• Handle enquiries from presenters</li> <li>• Help presenters find their poster boards</li> <li>• Ensure nothing other than the stipulated materials are used to fix posters to boards</li> </ul> <p>Any posters not removed by the end of the congress will be removed and stored at the SASP Congress office. Volunteers are required to assist during these times to:</p> <ul style="list-style-type: none"> <li>• Direct presenters to the poster display area</li> <li>• Handle enquiries from presenters</li> <li>• Remove the remaining posters to the SASP congress office</li> <li>• Posters not picked up at the end of day on Sunday 16 September 2018 will be recycled</li> </ul> <p>During exhibit opening hours, the volunteer will:</p> <ul style="list-style-type: none"> <li>• Ensure the poster area and Poster Information Desk are manned at all times</li> <li>• Handle enquiries from presenters and delegates</li> <li>• Other duties as required onsite</li> </ul>

## Pre and post Congress Courses – Registration, Session / Room Monitor Assistant

Job Description:	<p>Assist Congress registration staff with the onsite registration of delegates attending Congress Courses</p> <p>Assist delegates and presenters with course related matters</p> <ul style="list-style-type: none"> <li>• Oversee the smooth running of the session</li> <li>• Liaise with the delegates and organisers to ensure that they have a satisfying experience</li> </ul>
Responsibilities:	<ul style="list-style-type: none"> <li>• Greet delegates</li> <li>• Check if there are any outstanding fees</li> <li>• Distribute the (pre-prepared) name badges and delegate packs/bags</li> </ul>

	<ul style="list-style-type: none"> <li>• Answer general enquiries from delegates</li> </ul> <p><u>Prior to Registration:</u></p> <ul style="list-style-type: none"> <li>• Ensure all signage is set up</li> <li>• Verify room has been set up as requested, including AV equipment setup and furniture placement</li> <li>• Introduce yourself to the course leader/presenter and ensure they are familiar with your role and that their needs within the room are taken care of</li> <li>• If there is morning catering, make sure it is occurring and then cleaned up when completed</li> <li>• Once delegates are registered, return list of delegates to SASP staff</li> </ul> <p><u>Room Monitor:</u></p> <ul style="list-style-type: none"> <li>• Greet delegates, verifying their badge allows them into the course</li> </ul> <p><u>Throughout the day:</u></p> <ul style="list-style-type: none"> <li>• Act as the information resource to the session leader and/or delegates to resolve any AV, venue or catering issues, and answering any questions</li> <li>• Ensure that any catering ordered is delivered accurately and on time and escort delegates to the catering area (if required)</li> <li>• Ensure the room is refreshed during breaks and lunch</li> </ul> <p><u>End of day:</u></p> <ul style="list-style-type: none"> <li>• Assist session leader in packing up at the end of the day</li> <li>• Check for any items left in room and return found items to SASP staff for safe keeping</li> </ul>
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### Registration Desk – Assistant

Job Description:	Assist delegates with registration
Responsibilities:	<ul style="list-style-type: none"> <li>• Assist with the distribution of name badges and delegate bags</li> <li>• Stuff bags as required</li> <li>• Answer delegate questions</li> <li>• Provide information about the congress</li> </ul>

## Scientific Programme – Room Monitor / Speaker Service Centre – AV Hospitality Assistant

Job Description:	<p>Oversee assigned session room for the duration of shift:</p> <ul style="list-style-type: none"> <li>• Ensure that all logistical and environmental requirements are in place and functional, for the smooth running of the session and the comfort of the delegates and presenters</li> <li>• Ensure that all session speakers are acquainted with the space prior to the start of their session</li> <li>• Receptionist at the Speaker Service Centre. Check in speakers that come to hand in their presentation. After check in handover to PPT tech. Liaison between Speaker and PPT technicians</li> </ul>
Responsibilities:	<ul style="list-style-type: none"> <li>• Ensure that their assigned rooms are set up and maintained as required</li> <li>• Ensure all session signage is in place</li> <li>• Monitor entry to their assigned room</li> <li>• Contact AV staff if there are difficulties with equipment</li> <li>• Ensure comfort of the room is maintained from an environmental standpoint (lighting, temperature)</li> <li>• Assist session leaders as requested</li> <li>• Politely discourage delegates from excessive and invasive photos or videoing of sessions</li> <li>• Liaise with presenters wishing to submit/check their presentations</li> <li>• Assist speakers in familiarising themselves with the presentation system</li> <li>• Assist AV technicians</li> <li>• Other duties as required</li> </ul>

## Volunteer Lounge – Scheduling Assistant

Job Description:	<p>Oversee the volunteers as they check in and out of their shifts in the Volunteer Lounge</p>
Responsibilities:	<ul style="list-style-type: none"> <li>• Manage the schedule in the Volunteer Lounge, checking volunteers in and out of their shifts</li> <li>• Notify Magda when a volunteer has not arrived, or if a volunteer needs to leave early and coverage is required</li> <li>• Respond to questions by volunteers</li> <li>• Ensure the Volunteer Lounge is kept orderly and notify Magda or Veronica if the food and beverages are running low</li> </ul>