



Park Ambassador Volunteer

Locations of Volunteer Opportunities:

- **Old Slater Mill National Historic Landmark, 67 Roosevelt Ave., Pawtucket, RI**
- **Roger Williams National Memorial, 282 North Main St., Providence, RI**

Goals:

- Serve as a front-line representative of the National Park Service at Blackstone River Valley National Historical Park and/or Roger Williams National Memorial.
- Work together with National Park Service Rangers as a member of a high-performing, tight-knit team of dedicated public servants.
- Join a team of thousands of Volunteers-In-Parks (VIP) serving the American people.
- Provide visitors with quality services, offering information, and guidance.
- Aid in facilitating the opportunity to make connections with the site through quality customer service.
- Assist visitors' immediate needs with accessing site facilities, programs, special events.
- Offer hospitality to visitors of all abilities, ages, and needs while enjoying their National Park.
- Gain valuable experience, rewarding service, and contribute to our nation's heritage

Goal of Volunteer Position:

- Assist park rangers by providing accurate information on:
 - Site resources (historical and current)
 - Provide simple directions to orient park visitors to park sites and the surrounding area.
 - Utilizing the volunteer's passion for history, outdoors, and public service.

Qualifications:

- Minimum age of 18 years old
- Comfortable speaking to small groups and one-on-one.
- Ability to answer repetitive questions about the site and its resources in a caring and professional manner.
- On-site training will be provided by NPS Rangers
- Personal interest in the site is an added quality. Training will be provided.
- Volunteers will be encouraged to make an attempt to continually increase their knowledge of the site.
- Volunteers are responsible for their own transportation. Transportation is not provided by the volunteer program.
- The volunteer coordinator will provide uniform items for volunteer task. A green shirt with the volunteer patch and nametag is required when volunteering. Tan or beige pants in a complementary color will be supplied by the volunteer and worn with the volunteer shirt.

See next page

Time Commitment:

- 3 hours per shift. Two shifts per day, 10:00 – 1:00 and 1:00 – 4:00. Wednesday through Saturday.
- A predetermined volunteer schedule will be coordinated by each volunteer site contact. Volunteer and site contact will determine days volunteer is available on site at least two weeks in advance.
- We all know life happens. Volunteers are asked to reach out to the site contact as soon as the schedule needs to be updated.

Duty Stations:

- The normal duty stations for these positions will be the Visitor Information Stations inside either the Slater Mill or the Roger Williams Visitor Center. Occasionally during warmer months, a temporary Information Station may be set up under a tent during special events.

Performance Plan: Park Ambassador

1. Visitors will receive accurate and timely information.

Suggested activities:

- Be available and approachable.
- Answer routine questions about site accessibility, restrooms, picnic area, local recreational opportunities, and pet areas in appropriate detail.
- Use brochures/maps/handouts to answer involved questions about resources in or near the site.
- Use resources to aid the visitor, for example, MapMe, NPS park app if needed to assist visitors.
- Create conversations with visitors to share your personal connection with site resources.

2. Visitor Information Station appears clean and well-stocked.

Suggested activities:

- Materials are displayed for easy access for visitors and re-supplied when needed.
- AV equipment is working for visitors to view short site video clips.
- Keeping a tally on how many visitors stopped by the information tent.
- Statistics forms should be updated at the end of each shift.
- Each volunteer will be responsible for recording their volunteer hours on personal VIP page. A login will be created for each volunteer to access.

The Volunteers-In-Parks program

- All volunteers are welcome to participate in the entire volunteer program as much or as little as desired. It's all about quality, not the quantity of the volunteer's time.
- Volunteers will be informed of volunteer opportunities through e-mails, on their personal VIP page, and the BHC newsletter on Skills Workshops, partner activities, Volunteer Appreciation, and so much more!
- We encourage volunteers to make a difference by leading, teaching, and giving of their time.



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