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Team Member Artist Care

Volunteering for Four Winds is a social experience in which we are all ambassadors for our event and region. To provide excellent customer service, we ask that all staff, volunteers and contractors observe our service guidelines. A safe, calm and easy experience will frame how visitors enjoy their visit to Four Winds and interact with our team while here.

Position Purpose

To both welcome and assist artists, to ensure that they arrive at rehearsal and concerts on time, in a relaxed and happy frame of mind, and ready to perform at their optimum.

Provide transportation to artists when required.

To prepare and maintain the artist Green Room beside the amphitheatre and the Artist Marquee beside the Windsong pavilion.

Key message

Welcome; You can focus; We are here to assist

Artist Care Tasks

- Be familiar with running order for rehearsals and performances
- Escort artists to Green Room or Artist Marquee
- Show artists location of toilets, first aid, emergency assembly point, food and beverage outlets, pathway to stage, storage
- Check there is bottled water available
- Refresh the light refreshments prior to each break
- Ensure the space is tidy; empty bins if required
- Sanitise high touch surfaces frequently
- Do not allow public access to the Green Room or Artist Marquee
- Do not accept responsibility for luggage or instruments
- Do not allow anyone behind the Soundshell stage at any time
- Pickup artists from the airport and take to accommodation or site
- Drop off artist to the airport

Reports To

Volunteer Coordinator/Artist Team Leader/Stage Manager/Production Manager/Site Manager

Benefits to volunteering

There are many benefits to be gained from volunteering for Four Winds.

Volunteering provides an opportunity to develop knowledge, learn practical skills, develop new interests and get to know others and make new friends.

Four Winds values everyone's contributions, and in appreciation volunteers receive:

- Capacity to be rewarded with tickets
- Invitations to social outings and special preview events
- Volunteer only t-shirt

Additional Information

Sign on at the beginning of each shift and then sign off at the end of each shift.

Being an outdoor event, please come prepared for ALL WEATHERS. You will be able to access your vehicle if you wish to leave extra clothing etc in it. Remember to bring something for sitting on for yourself (chair, picnic blanket etc) to use when on a break.

The week prior to the festival artist care volunteers have lunch and dinner provided. During the festival there will be plenty of food and coffee etc available for purchase at the festival however, you are welcome to bring your own food and drinks for the day.

Wet Weather

A decision will be made, and you will be contacted. If there is a lot of rain the event is to be cancelled, once again you will be contacted.

Medical


If an emergency medical incident happens contact the medical team who are on site. Then inform the team leader. Make sure you know where the site is please.

Duty Roster

Volunteers will need to be at the site ½ hour before their shift starts each day. If your shift ends and another volunteer is to replace you, please do not leave your position until they arrive. Please organise your changeover during a break in performance or during applause.

Artist Care Overview

Services	Guidelines and Parameters
Welcome and Orientate	<ul style="list-style-type: none"> • Be familiar with running order for rehearsals and performances • Meet artists at arrival point • Escort artists to Green Room or Artist Marquee • You may offer to carry light luggage, but must not handle instruments • Show artists location of toilets, first aid, emergency assembly point, food and beverage outlets, pathway to stage, storage
Prepare and maintain Green Room and Artist Marquee	<ul style="list-style-type: none"> • Check there is bottled water available • Refresh the light refreshments prior to each break • Ensure the space is tidy; empty bins if required • Sanitise high touch surfaces frequently
Monitor spaces	<ul style="list-style-type: none"> • Do not allow public access to the Green Room or Artist Marquee • Do not accept responsibility for luggage or instruments
Assist	<ul style="list-style-type: none"> • You are not a runner for the artists, but may offer minor assistance and seek information for them • You may be required to perform logistical tasks or errands by the Stage Manager or Four Winds staff

	<p>The extra mile</p> <ul style="list-style-type: none"> • Hand over Always hand-over to another volunteer before leaving your station • Source You are not required to be a runner or waiter for artists, but you may collect a food order for them prior to their performance, if requested
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