



S H R I N E O F R E M E M B R A N C E
M E L B O U R N E

Young Ambassador
Annual appointment
Volunteer Role

VERSION	1.2		
APPROVED BY HR ADVISER	ANTHONY LANGLEY		DATE
APPROVED BY DIRECTOR ACCESS AND LEARNING	JEAN MCAUSLAN		DATE
APPROVED BY CHIEF EXECUTIVE OFFICER	DEAN LEE		DATE

THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance (Shrine) is Victoria's pre-eminent memorial to the service and sacrifice of Australian men and women in times of war and peacekeeping. It is a building with a soul, sharing the stories of extraordinary people whose efforts and experiences shaped our nation.

Located at the southern end of Melbourne's cultural precinct, the Shrine is open seven days a week. Over one-million people visit and engage in its commemorative and public educational programs each year.

CHARTER, VISION, MISSION AND VALUES

Charter

The objectives of the Shrine of Remembrance are defined in the *Shrine of Remembrance Act 1978*, as are the duties of Trustees, which are:

1. Responsibility for the care, management, maintenance, preservation of the Shrine of Remembrance;
2. The development, promotion, management and the staging of ceremonial activities and events to commemorate the service and sacrifice of Victorians and Australians in war, conflict, peacekeeping and peacemaking, including, but not limited to, wreath laying and other ceremonial or commemorative activities; and
3. The development, promotion, management and implementation of public programs to inform, education and promote understanding among Victorians and visitors about the history, experience, service and sacrifice of Victorians and Australians in war, conflict, peacekeeping, and peacemaking, including, but not limited to, exhibitions, lectures, publications, school learning and outreach programs.

The Trustee's vision for the Shrine is:

That all Victorians remember, value and commemorate service and sacrifice."

This vision underpins the Shrine's stated mission:

To engage all Victorians in commemoration through reflection, ceremony, education and learning."

In bringing this vision to fruition the Shrine Community brings the following values to bear:

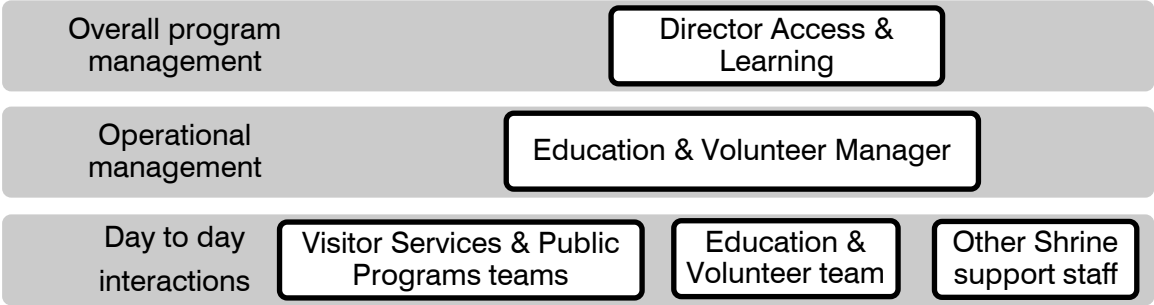
In all our dealings with the service community, students, tourists and other visitors, staff and volunteers are committed to the values of integrity, loyalty, service, respect and inclusion."

OVERVIEW

The Young Ambassador program provides an opportunity for students in Year 9 and 10 to actively participate in programs and commemorative events at the Shrine. Their appointment is for a 13-month period from December to December of the following year. Their key role is to act as leaders within their school and social communities, in addition to representing future generations at Shrine ceremonies. Young Ambassadors encourage their peers and other young people to gain a greater understanding of the importance of remembering and honouring Australia's service community and military history.

PROGRAM STRUCTURE

The day to day running of the Young Ambassadors program is the responsibility of the Education and Volunteer Manager under the supervision of the Director Access and Learning. Young Ambassadors report to the Education and Volunteer Manager (or Duty Manager on weekends) although other staff have frequent interactions including briefing, and providing guidance, directions or instructions.



KEY ACTIVITIES

After satisfactory completion of induction training Young Ambassadors perform the following duties:

- Attend and participate as directed at major ceremonial days eg Anzac Day and Legacy Day.
- Attend and assist staff, volunteers and visitors at the regular Monthly Ceremonies.
- Proactively greet and welcome Shrine visitors, engage visitors of diverse backgrounds and ages to help make a visit to the Shrine a memorable experience.
- Undertake a project to research a service person or an aspect of Australia’s military history and prepare it so it is suitable for presentation.
- Provide support in delivery of Family Holiday programs in school holiday periods.
- Behave with a mature and responsible attitude.
- Be respectful of all Shrine staff, Volunteers, Life Governors, Governors and Trustees in all interactions and tasks.

COMMUNICATION

Email is the primary method of communication and Young Ambassadors will be encouraged to regularly check and respond to emails and scheduling requests on the online portal ‘MyVolunteer’.

ACCOUNTABILITIES

Young Ambassadors will comply with all applicable Shrine Policies and Procedures. These are available to read via the online portal ‘My Volunteer’.

SKILLS AND KNOWLEDGE

Young Ambassadors should possess a desire to learn and share their interest in the Shrine and Australia's wartime and peacekeeping history with visitors. The ability to communicate effectively with Shrine Visitors is an important part of this.

TIME COMMITMENT AND LOCATION

Young Ambassadors will perform their duties at the Shrine. Times and dates are outlined on the schedule and will vary from year to year. Letters outlining service commitments will be sent to the Young Ambassador's school principal.

KEY SELECTION CRITERIA

The following attributes are required:

1. Tell us about yourself and why you would make a great Young Ambassador
2. Give an example of when you had to connect with new people. This may be giving a speech, starting at a new job, giving a tour or anything else you can think of. What did you do to make it work?
3. When have you had to show commitment to a task or role? Explain how you managed your time, what you did to meet the set expectations and what was the outcome.

CONDITIONS OF VOLUNTEERING

- The Shrine of Remembrance adheres to the [National Standards for Volunteer Involvement](#). Volunteers have rights and responsibilities, some of which are enshrined in legislation and some of which are the ethical obligations of an organisation involving volunteers. For more information on volunteers' rights and responsibilities see: <http://volunteeringvictoria.org.au/repository/a-guide-for-volunteers/>
- The Shrine of Remembrance provides an open, safe and friendly environment for all children. Through the Shrine's Child Safe Policy and Child Safe Code of Conduct the Shrine will comply with the Victorian Child Safe Standards and the *Child Safety and Wellbeing Act 2005 (Vic)*
- Appointment as a Young Ambassador is dependent on successful completion of each step of the application process.
- Young Ambassadors must read and sign the Volunteer Agreement at commencement of training.
- Volunteers will be subject to a three-month probationary period from the first training day.
- Accessibility: The Shrine will continue to create and maintain an accessible and inclusive environment for staff and volunteers.