



**SHRINE OF REMEMBRANCE**  
MELBOURNE

**YOUNG AMBASSADOR**  
13-month appointment

Volunteer Role

|                      |             |            |
|----------------------|-------------|------------|
| Version              | 1.2         | Date       |
| Approved by Director | SUE BURGESS | 10/08/2022 |
| Approved by CEO      | DEAN LEE    | 10/08/2022 |

## THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance 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 have shaped, and continue to shape, our nation.

A Melbourne icon, the Shrine is consistently ranked among the nation's leading visitor attractions. Major redevelopment now facilitates provision of enhanced exhibition, education and learning programs to over one-million people 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.

### Purpose

To honour the service and sacrifice of Victorians and Australians in war, conflict, peacemaking and peacekeeping.

### Vision

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

### Mission

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

### Values

The Shrine will adhere to, and be known for, the values of integrity, loyalty, service, respect and inclusion.

## THE OPPORTUNITY

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 wartime history.

## ORGANISATIONAL RELATIONSHIP

The Young Ambassadors program is the responsibility of the Education and Volunteer Manager under the supervision of the Director Public Programs. Young Ambassadors are supervised by the Education and Volunteer Manager (or on weekends, to the Visitor Experience Manager - Events or the Visitor Experience Manager - Operations) although other staff have frequent interactions including briefing, and providing guidance, directions or instructions.

## DUTIES SPECIFIC TO THE POSITION

After successful completion of induction training Young Ambassadors may participate in some or all of the following activities:

- Attend and participate as directed at major services eg Anzac Day and Legacy Day, and at a small number of other commemorative events as listed in the Young Ambassadors yearly schedule.
- 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 research project into aspects of Australian defence service.
- Provide support in delivery of Family Holiday programs in school holiday periods.
- Participate in the planning and delivery of the annual Young Ambassadors commemoration service.

## COMMUNICATION

Email is the primary method of communication between Shrine staff and the Young Ambassador group. Young Ambassadors need to check email regularly to ensure they don't miss any important information or queries from Shrine staff.

## ACCOUNTABILITIES

Young Ambassadors are required to observe all applicable Shrine policies and procedures. These are available to read in full via the online platform 'MyImpact.' Relevant policies are covered during induction into the program.

## 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 dates and times of required attendance at the Shrine will be sent to the Young Ambassador's school principal at the beginning of the program.

## SELECTION CRITERIA

Answer each of these questions in a short paragraph.

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 Shrine's Volunteer Agreement at commencement of training.
- Accessibility: The Shrine will continue to create and maintain an accessible and inclusive environment for staff and volunteers.