

## Position Description

### Museum Guide, Education

Position Title	<b>Museum Guide, Education</b>
Position Type	Volunteer
Remuneration	Not Paid (Volunteer)
Position requirements	Working with Children Check (compulsory)
Reports to	Reports to Education Coordinator
Updated	27 January 2021

### OVERVIEW

The Adelaide Holocaust Museum (AHMSEC) values its volunteers and requires volunteers to enhance and support operations, particularly during a COVID-19 world.

*Museum Guides, Education* are an important link between school groups and the Museum's collection. They provide students and educators with insightful bespoke tours of our permanent and temporary exhibitions. They have good general knowledge about the Holocaust; an in-depth knowledge about certain aspects, events or exhibition themes. Additionally, *Museum Guides, Education* are friendly and professional, excited about learning and enjoy working with young people.

In general, Museum Guides are clear about their aims as a Guide, the special needs of their audience and have a clear plan to use during their tour.

The success of our education program depends largely on the expertise and enthusiasm of our Museum Guides.

### VISION

Telling the stories of the Holocaust educates and inspires South Australians to stand up against antisemitism and racism, and actively contribute to a fairer, more just and compassionate world.

### VALUES/PRINCIPLES

Adelaide Holocaust Museum (AHMSEC) staff and volunteers:

- Have respect and compassion for all people;
- Promote a kinder and more compassionate world; and
- Encourage equity, access and inclusion.



Adelaide Holocaust Museum  
Andrew Steiner Education Centre

## POSITION DESCRIPTION

### Skills and Attributes

- Able to present themselves in an approachable, friendly and professional manner.
- Treats others equally, with respect and with patience.
- Have a belief in the abilities of young people to create knowledge, maturely engage with confronting or sensitive content, ask insightful questions, and influence and enact change.
- Confident speaking in front of groups of up to 30 students and accompanying adults.
- Is a dynamic presenter - uses body language, varies vocal skills to suit the audience and situation.
- Is flexible and able to think/act quickly under pressure. Inquiry, discovery and questioning.
- Listens to the audience, be aware of reactions and adjust delivery accordingly.
- Open to learning and improving methods of delivery.
- Is aware that people learn in different ways based on their own experience and background knowledge and learning skills.
- Competent in written and oral communication.
- Takes initiative and has good organisation and time management skills.
- Able to operate as part of a team.

### Duties and Tasks

- Greet and sign in school groups to the Museum.
- Ensure school groups are aware of our COVID-SAFE guideline and hygiene.
- Assist with school group cloakroom and bag storage.
- Ensure school groups are aware of Museum rules and etiquette.
- Engage students in guided tours throughout the Museum's permanent and temporary exhibitions.
- Encourage students to ask questions and engage with content in meaningful ways.
- Support the Museum's mission and vision.
- Support the Education Program's pedagogical underpinnings.
- Care about the wellbeing of young people when learning about the Holocaust.
- Be a neutral representative of the Museum on issues of religion or politics.
- Take part in required training and, when able, ongoing training opportunities or special events.
- Pursue private study to support personal learning and development as a Museum Guide.
- Be informed about new additions or changes to the Education Program, and aware Museum events, public programs and developments.
- Champion Holocaust and museum learning.
- Support the Education Coordinator with relevant topic research and preparation of learning resources and materials when required.



## COMMITMENT EXPECTATIONS

### Training

*Museum Guides, Education* are asked to commit to in-house training and on-going private study. A commitment to learning is essential in preparation for becoming a Museum Guide and the ongoing quality of the Museum's engagement with school groups.

All *Museum Guide, Education* candidates must complete two full-day training sessions prior to taking their first guided tour with a school group. Further private study will also be necessary to prepare and can occur at the Museum or elsewhere. We recommend that you commit a minimum of 16 hours of focused study to prepare for a guided tour focussing on a new topic or theme. Of course, some topics or themes may take longer than others and you may feel better prepared if you have more knowledge and understanding in certain topics or themes.

### Rostered Guided Tours and Support

*Museum Guides, Education* are asked to commit a minimum of one shift per week from Week 6, Term 1 (week beginning Monday 1 March) to Week 11, Term 1 (week beginning Monday 5 April). This commitment will be reviewed for Term 2, 2021. *Museum Guides, Education* will not be rostered for guided tours during school holidays.

Rostered Guided Tour and Support shifts are from 8.45am to 12.00pm on Tuesday, Wednesday and Thursday.

We will attempt to roster you on with another Museum Guide to foster collegiately and learning through observation, however this is not always possible. Flexibility in availability during Term 1 is very much appreciated and will allow us to provide bespoke tours to school groups.

We firmly believe in the importance of life-long learning, so if no booking is confirmed for your shift, you are encouraged to use this time at the Museum to continue private studies and learning or provide support elsewhere in the Education Program.

### Resignation

We kindly ask that if you wish to resign from your position as a *Museum Guide, Education*, you provide the Museum with 4 weeks notice and written confirmation of your resignation and end date. Resignation letters should be addressed to the Director.

## BENEFITS

*Museum Guides, Education* receive the following benefits:

- Free entry to the Adelaide Holocaust Museum at any time during opening hours.
- Free entry to paid exhibitions and paid public programs.
- Complimentary Friends of the Museum membership (when available) for the duration of your appointment.
- An invitation to our end of year Volunteer Event.
- An official Record of Service, upon request.



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