

VOLUNTEER POSITION DESCRIPTION – TOUR GUIDE

REPORTS TO: Volunteer Coordinator

ORGANISATIONAL VISION:

Our Tour Guides will support the Victorian Pride Centre’s vision for a world where every LGBTIQ+ person has a place where we are welcomed, valued, respected and celebrated. Our Tour Guides communicate the mission and activities of the VPC to a wide audience through floor talks and tours and provide a vital bridge between the VPC and the public it serves.

ORGANISATIONAL PURPOSE:

To connect, support and amplify LGBTIQ+ voices, resources, services and groups so that our communities are cohesive, resilient and thrive.

The Victorian Pride Centre values are:

Pride: We value pride, courage and strength. Together we can create a positive future.

Celebration: We celebrate our LGBTIQ+ communities, honouring our history and our cultures.

Support: We support each other, inclusive of each other and value our diversity.

Belonging: We welcome all to a place of acceptance, belonging, reconciliation and kindness.

KEY RESPONSIBILITIES AND DUTIES

As a volunteer Tour Guide at the Victorian Pride Centre, you will perform the following duties:

- Greet visitors warmly and make them feel safe and welcome at the VPC
- Conduct informative, engaging, educational and enjoyable tours of the VPC communicating information about its history, the architecture, our tenant organisations, facilities, events, exhibitions, and role of the Centre in the community
- Conduct and tailor tours for pre-booked group visits, including a variety of community groups, special interest groups, VIPs and more
- Assist with VPC events by conducting tours with guest as scheduled during significant events
- Communicate clearly and in an appropriate manner in order to satisfy the needs and interests of a diverse audience
- Ensure the highest level of customer service is maintained by making visitors to the VPC feel welcome and informed and ensuring they feel safe and welcomed
- Maintain knowledge of the VPC’s activities such as memberships, foundations, volunteer program, fundraising programs and more
- Act as a point of reference for information about the VPC
- Enhance the visitor experience to the VPC by furthering appreciation and understanding of the VPC, its unique environment, it’s role in the community and services it offers to the public

VOLUNTEER SHIFTS

- This role is looking for a commitment of 1 shift per fortnight (1 tour per shift) minimum for a 12-month period
- Tours are scheduled across weekdays, weekends and evenings with schedules set well in advance
- All shifts are 90 minutes duration (tours are 45 – 60 minutes each plus preparation and wrap up)

TRAINING

- Victorian Pride Centre Volunteer Induction
- Tour Guide Induction and Training Session
- On the job training as required

REASONABLE ADJUSTMENT

If you would like to be considered for this volunteer role but feel you would need reasonable adjustments to be able to perform the role, please contact the Volunteer Coordinator to discuss what accessibility options are available in the Victorian Pride Centre, and any additional measures that can help you.

SELECTION CRITERIA

- Demonstrated well developed interpersonal and communication skills, including a clear speaking voice and articulate manner
- An appreciation of cultural diversity and an ability to work with and relate to people from diverse backgrounds
- Ability to work with minimum supervision as well as in a team environment
- Proven capacity to undertake independent research towards the preparation of tours and the sharing of research and resources
- Demonstrated interest in and/or knowledge of the Victorian Pride Centre
- Demonstrated ability to be reliable and fulfill commitments
- Computer literacy and accessibility for the purpose of communication, research, circulation of resource materials and the scheduling of tours

TERM OF APPOINTMENT

The preferred term of commitment for this role is one year. In accordance with the Victorian Pride Centre Volunteer Policy, all appointments shall end at the conclusion of the term, without expectation or requirement that you will continue in this role.

CONDITIONS OF APPOINTMENT

- All Victorian Pride Centre volunteers must be eligible to volunteer in Australia
- A National Police Check and valid Working with Children Check are required for all successful applicants
- All staff and volunteers are expected to behave in accordance with the Victorian Pride Centre policies and Code of Conduct
- Victorian Pride Centre Volunteer Induction
- Victorian Pride Centre Volunteer Agreement Form
- Program specific training
- A three-month probationary period applies