



Information on Volunteering

Introduction

Thank you for your interest in joining the National Vietnam Veterans Museum Volunteer Program. Your commitment in becoming a volunteer at the Museum is highly valued. The role of volunteers is important in enhancing the museum activities and providing programs and services that would not otherwise be available without the dedication of our Volunteers.

- The Volunteer Program at the Museum is coordinated by the Volunteer Coordinator and the Administration Manager.
- The Museum was opened on its current site at Newhaven in March 2007. This followed a decade of development arising from a towed display touring Australia under the auspices of the Vietnam Veterans Association of Australia. It is the largest and most comprehensive museum of its kind in Australia, founded and built by Vietnam veterans, family members and other volunteers. Following the recent completion of a Museum Master Plan, the Museum now has a roadmap to take its development to 2025.
- Volunteers assist the Museum to remember, interpret and relate the experience of the veterans of the Vietnam era and the enduring impact of the war on society.
- All prospective volunteers will be interviewed prior to placement. The interview is a chance for us to learn about the volunteer, their interests and to discuss volunteer opportunities within the Museum. Standard recruitment reference checks may be made after the interview. All applicants will be notified of the outcome of the interview process.
- Volunteer's role and duties are outlined in the Volunteer Roles document.
- All appointed volunteers will be required to complete an induction and training as soon as practicable. The induction will be conducted by the Volunteer Coordinator/Administration Manager and the training may be conducted by another Volunteer who works in the same area. Additional training may be required which may cover such topics as, work health, safety and security.
- Hours and days vary according to the volunteer role. Some volunteers may work 3 hours a week or fortnight, whilst others may work a 7 hour day 10am to 5pm once a week. Days and hours can be negotiated with their supervisor. Volunteers are not required to work more than 16 hours per week. Generally volunteer work will be conducted during Museum opening hours.
- Our volunteers are engaged in a variety of areas and have diverse skills including collection and heritage management (historical research); coordination of galleries and exhibitions; office duties including data processing; library coordination, maintenance of buildings and displays; restoration of vehicles/aircraft and customer service etc.
- Successful volunteers will be allocated tasks in consultation with the Volunteer Coordinator and the Administration Manager. Allocation of roles and tasks will be based on the volunteer's interests, individual knowledge, skills, experience and availability.
- All volunteers at the Museum are covered for personal accident or injury whilst they are performing their duties. This does not include travel to and from the Museum.

- All volunteers will be required to read and sign the Code of Conduct Policy as well as a Daily Attendance Register when working at the Museum.
- Volunteers will only be reimbursed for pre-approved out of pocket expenses incurred on behalf of the Museum.
- All Volunteers are encouraged to attend events managed by the Museum, such as event days, functions and training programs.

NVVM accepts Volunteer applications at any time and the more detail you can provide in your application the more it will help us to make the best use of your skills and to place you in the right area for you and the Museum.

Next Steps:

- Please complete the Application Form and return to the Museum either by mail or email
Please attach:
 - A copy of your current Resume (Word or PDF Format)
 - If you hold a current Working With Children Check (see below for requirement)

For your Information:

- A **Working with Children Check (WWCC)** is a mandatory State Government and NVVM requirement in order to undertake paid or volunteer work at the Museum.
- Application Forms for the **WWCC** can be accessed at www.workingwithchildren.vic.gov.au
- As a Volunteer there is no charge to apply for the WWCC

Mail: National Vietnam Veterans Museum
Attention: Volunteer Coordinator
P O Box 318
SAN REMO. VIC. 3925

Email: office@vietnamvetsmuseum.org

- The Volunteer Coordinator will contact you as soon as possible after the receipt of your application. You will be asked to attend the next Volunteer Information Session and/or an Interview with the Volunteer Coordinator to assess your interests and suitability for a role within the Museum.
- The Volunteer Coordinator will discuss your application with Management and Team Coordinators to determine where vacancies may occur, and then contact you with a possible start date.
- If you require any further information, please call the Volunteer Coordinator or Cheree Dyson (Administration Manager) on (03) 5956 6400.



FREQUENTLY ASKED QUESTIONS (FAQ'S)

What is a Volunteer?

A Volunteer is someone who gives freely of their time and skills to a not-for-profit organisation in order to help it further its goals. Volunteers are unpaid for their contribution to the organisation but are highly regarded for the assistance they give.

Who can Volunteer?

Anyone who is 17 years of age and over - if you are under 17 years, your parents' permission is required.

What do Volunteers do at the NVVM?

Volunteers perform a variety of roles, with a range of interesting duties, providing invaluable support to the paid staff and a high standard of customer service to visitors.

What qualifications and experience is required?

The Volunteers Program attracts people with a range of backgrounds and skills, a shared commitment to the history of the Vietnam War, and a desire to help the Museum. Some positions require a degree of experience and knowledge, whilst other positions may only require a desire to help the Museum, and skills may be learnt whilst being a Volunteer.

Do I need a Working with Children and a Police Check?

Yes, it is a Museum requirement. All successful applicants to the program must apply for a Working with Children Check before commencing their volunteer role. NVVM may also undertake a National Police Check after the information session with your permission.

Why is the process to become a Volunteer so involved?

The Museum is lucky enough to have many people interested in volunteering; we receive many enquiries in a year. Our processes help us and you to establish whether we are a good fit for one-another. Our induction process also makes sure that those that do get accepted into the program have been given all the information they need to effectively and safely carry out their volunteer role.

What can't Volunteers do at NVVM?

At the Museum the role of Volunteers is to augment and enhance the role of paid staff. Volunteers cannot undertake core business.

Can I volunteer any day or time?

It depends upon the voluntary role you take up. Most 'Front of House' roles are available every day that the Museum is open; that is, 7 days a week all year other than Christmas Day and Good Friday, between 10am-5pm.

Behind the Scenes or 'Back of House' roles are usually only available on weekdays. There are no regular evening voluntary positions, though some special events may occur in the evening.

What kind of time commitment do I need to make as a volunteer?

Once established, most volunteers commit to a weekly or fortnightly rostered position but this is flexible. A shift can be between 2-7 hours long.

Hours and days vary according to the volunteer role. Some volunteers may work 3 hours a week or a fortnight, whilst others may work a 7 hour day 10.00 to 5.00 once a week. Days and hours can be negotiated with the Volunteer Coordinator or the Administration Manager

Am I limited to one Volunteer role only?

While we encourage new Volunteers to start with one voluntary role, we hope that once established, Volunteers will expand or contract their voluntary commitments to suit their interests and lifestyle. Volunteers are welcome to change or add to their role at any time, subject to availability.

What training is involved?

As part of Volunteering with NVVM further training will be provided on an ongoing basis to support volunteer roles. All Volunteers must attend Induction Training. The Induction Training provides an overview of the Museum and its related policies and what volunteering is all about. In some cases induction is conducted one on one with the Volunteer Coordinator. Skills and job specific knowledge may be conducted as a separate training session. In some instances training is conducted on the job.

What happens if I am sick or want to go on holiday or don't feel like coming in?

It is expected that Volunteers will have other things going on in their life alongside their voluntary commitments. Our program is flexible enough to accommodate those needs, however we ask that Volunteers keep management informed of times that they are not available. Volunteers are always free to change their minds.

Can I volunteer for the Museum at home?

No, unfortunately you cannot. This is because of the insurance implications if anything were to happen to you while you were carrying out 'museum business' at home.

I have the next two months available - can I use them to volunteer with you?

While we appreciate the offer of help, we are looking for volunteers who feel they can make an ongoing commitment to being part of the museum.

How do I keep in touch with what's happening at the Museum?

It is of great benefit for Volunteers to have an email address. Regular newsletters are sent containing Museum news, opportunities and reminders about coming dates and events. It is a vital part of keeping in touch between shifts.

Does the Museum provide travel assistance or reimbursement of expenses?

No, it does not. We ask you to carefully consider the financial impact that regular attendance at the Museum will have on your budget. As a Volunteer you'll receive no remuneration, only cases where expenses are incurred, at the request of Management. Where required the Museum will provide special protective clothing to meet the Workplace, Health and Safety Act.

Will I be covered by insurance while volunteering?

The Museum is covered by insurance that protects volunteer workers for injury or damage that results from work related activities. All volunteers at the Museum are insured for personal accident or injury whilst they are performing their normal duties.

Is there any documentation I need to sign?

Volunteers will be required to sign a Volunteer Code of Conduct and an Attendance Register when working at the Museum.



VOLUNTEER ROLES

Customer Services (Front Counter/Retail)

Volunteers in customer service are the public face of the museum. They meet and greet visitors to the museum and act as museums hosts. Other tasks include assisting in the Retail shop.

- Possess basic Computer skills;
- Customer Service experience;
- Excellent communication skills;
- Able to adapt to changes and to work well with the public;
- Ability to work in a dynamic environment with visitors of all age and abilities, Museum staff and volunteers from diverse backgrounds;
- Well-prepared, dependable and punctual.
- Hold a Working with Children Check

Education:

Customer Service Officers and Guides assist school groups as they arrive and get started on their visit to the Museum.

In one of the busiest of volunteering roles, School Teachers work closely with the Education Volunteers and Tour Guides to welcome students into Museum so that teachers and students can confidently move around the Museum, equipped with information to make their experience an enjoyable and smooth one.

School Group Tours

Tour Guides in collaboration with Education Volunteers:

- The ability and willingness to deliver a structured educational program to school children;
- The ability to maintain a positive and controlled learning experience with groups of school children;
- The ability to gauge the needs and interests of school children (primary and secondary) and respond accordingly.

Office Administration:

- Assist with administration tasks in the Museum such as Market Research, Public Relations, Marketing, Membership and Education;
- Administrative tasks for volunteers include word processing, data entry, cataloguing, photocopying, filing, mail-outs.

Gallery/Museum maintenance:

Gallery and Museum maintenance volunteers assist with installing and demounting of objects; minor maintenance; inspection and cleaning of exhibits.

Other tasks carried out in this roll include, but are not limited to, patching up and painting where needed throughout the museum, checking lighting and general handyperson jobs.

Collection:

Conservation volunteers assist in the care and maintenance of the collection. This includes the receipt of new items, audits, inspections, co-ordination of locations of collection items, maintenance of appropriate storage conditions etc.

Volunteer tasks in collection or curatorial areas include research, cataloguing collection objects, administration; data entry, filing and sorting. The nature of volunteer work in these areas largely depends on the needs of the particular work area and the interests and skills of volunteers. Some research assistance and basic collection management for staff, including curators and collection managers in the natural science and social history collection and curatorial areas.

- High level of computer skills is required
- Accuracy and attention to detail are essential

Positions are limited in these areas and many Volunteers commence working in Education and Community Programs first. A high level of Computer skills, accuracy and attention to detail is necessary.

Tour Guides:

Museum Guides serve as a vital source of information, conducting tours of both the collections and selected special exhibitions to ensure visitors make the most of their time at the Museum. These tours are provided to diverse audiences, including people with disabilities; school groups; Community Groups

Key Guide Tasks:

- Meet and greet and answer questions from visitors;
- Conducts general and/or themed guided tours of the museum for visitors and groups
- Provide a security presence in the museum;
- Excellent communication skills and the ability to engage with a range of age groups and people of different backgrounds;
- Attend regular meetings and training sessions to keep abreast of museum content/programs;
- Ability to work as both part of the Museum team and individually;
- A strong commitment to providing a high standard of customer service;
- Willingness to participate in ongoing training;
- Ability to cope with the nature of the site i.e. walking of extensive grounds
- Hold a current Working with Children Check

The Museum tours provide highlights of the Exhibitions, Galleries and history of the Vietnam Conflict.

Gardening:

- Maintaining Garden of Collection
- General gardening surrounding the Museum
- Mowing of grassed areas

Cleaning:

- Vacuuming Museum areas
- General cleaning, as required, excluding exhibits as these may need speciality handling.