

Position description

Title	History Centre and Chapel Assistant
Reports to	Chapel Coordinator
Classification & Salary	SCHADS Level 3.1 (plus super and salary packaging)
Employment Status	Part time, 15 hours per week (ongoing)
Primary Location	Good Shepherd Chapel, Abbotsford
Date	March 2023

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Good Shepherd Chapel and History Centre (the Chapel) is situated in the grounds of the Abbotsford Convent complex. The Chapel includes three different heritage spaces:

1. **The Chapel** is a consecrated catholic church where Mass is held. This space can be booked for life ceremonies and cultural events.
2. **The History Centre** is a permanent exhibition within Chapel which provides visitors with insight into lives of the Good Shepherd Sisters, the Former Residents of Good Shepherd Institutions, and the social and political context which the Institutions existed.
3. **The Gallery** in the crypt below the Chapel is used for exhibitions and other cultural activities.

The History Centre and Chapel assistant will regularly open and close the Chapel for morning Mass, life ceremonies, and events. This role will be a welcoming 'first point of contact' for visitors to the History Centre on days it is open. Visitors to the Chapel may be interested in history, holding a life ceremony or spending time in a reflective space. Former Residents of Good Shepherd Institutions and their families or community regularly visit the Chapel and an attuned sensitive response, from the History Centre and Chapel assistant to these visitors is a high priority.

The Chapel is a ceremonial space still used by the Good Shepherd sisters and has been recently renovated as a heritage site. An important part of this role is safeguarding the peaceful atmosphere, physical environment and accessibility of these spaces. The activities held in the Chapel include life ceremonies, such as weddings, funerals, baptisms as well as music, art, and workshop events. This role will support the Chapel Coordinator to promote and hold events at the Chapel sites.

Key Responsibilities

- Welcome and respond to visitors to the Chapel History Centre on days it is open.
- Welcome and engage visitors to the Chapel and History Centre with attention to supporting any former residents and their families or community.
- Sensitively engage with any former residents of Good Shepherd Institutions and their families visiting the History Centre.
- Maintain OHS standards and presentation of these heritage spaces.
- Collaborate with Heritage teams (Archives, Former Residents Information and Records Service) and other GSANZ teams to provide information about the Chapel, Good Shepherd history and current services.
- Support the Chapel Coordinator with running of events and life ceremonies, including managing bookings, finances and liaising with internal and external stakeholders.
- Assist with data collection and analysis to inform service response.
- Attend internal organisational meetings and training.
- Assist with Sacristan/Mass duties.
- Support the Coordinator with bookings, opening and closing Chapel spaces for events.
- Ensure the accessibility and presentation of Chapel, History Centre and Gallery is of high standard.
- Liaise with relevant stakeholders as directed by the Chapel Coordinator
- Other duties as reasonably required.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Strong communication skills, a demonstrated ability to respond empathically to sensitive situations.
- An eye for detail regarding site presentation and keeping venues safe and accessible
- Time management, scheduling, and organisation skills,
- Experience in organizing community events/activities – professional event management an advantage.
- Project, planning and problem-solving skills.
- Consistency, flexibility, and reliability
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Ability to work in a small team and a collaborative environment
2. Sound verbal and written communication skills
3. Punctual, reliable, and excellent time management skills
4. Ability to take direction, problem solve, be flexible and accountable
5. Demonstrated ability to work in a dynamic working environment servicing a wide variety of life events.
6. Interest in events, history, curating, project, and community work.
7. Knowledge or experience of working with religious institutions and/or former residents of 'out of home' care.
8. Ability to respond to sensitive situations, in the moment, with empathy and professionalism.
9. Willingness to learn Understanding of past Institutional care within the Catholic/religious context.
10. Knowledge of Excel, Word, Outlook and booking systems

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent.
- Proof of the right to work in Australia.
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.