



Powerhouse Volunteer Program Information Kit and Application Form

Dear Applicant,

Thank you for your interest in joining the Museum of Applied Arts and Sciences' Volunteer Program.

Enclosed is an information package detailing the Volunteer Program at the Powerhouse Museum, the Sydney Observatory and the Powerhouse Discovery Centre at Castle Hill. Please complete the application form, with as **much information** as possible and return to us.

Applications are reviewed by the Volunteer Management team and put on file until the next processing date, or until a suitable volunteer position becomes available.

Applicants that are interested in a behind the scenes position, please specify one of the positions that is advertised on the Museum website http://www.powerhousemuseum.com/volunteers/volunteers_positions.asp if there are no positions currently available we encourage you to join the Visitor Services team.

Applications will be processed three times a year:

1 March 2011

1 June 2011

1 September 2011

Applicants will be contacted approx 6 weeks after the processing date.

If you have any queries regarding the Volunteer program please email: volunteercentre@phm.gov.au

We will endeavour to answer your queries as quickly as possible.

Yours sincerely,

The Volunteer Program Team

Ph: 02 9217 0676

Fax: 02 9217 0501

Email: volunteercentre@phm.gov.au

INFORMATION FOR PROSPECTIVE VOLUNTEERS

Thank you for your interest in volunteering with the Museum of Applied Arts and Sciences (MAAS). We hope this information will help you with your application and answer some of your queries.

The Museum of Applied Arts and Sciences (MAAS)

The Museum of Applied Arts and Sciences also incorporates the Powerhouse Museum, the Powerhouse Discovery Centre and Sydney Observatory, is a public institution, funded primarily by the state government, for the people of New South Wales..

The museum is governed by a Board of Trustees under the *Museum of Applied Arts and Sciences Act 1945* The Trustees of the museum are appointed by the Governor, on the recommendation of the Minister for the Arts, for a period of three years and may serve for a maximum of three terms.

The Powerhouse Museum is enjoyed by many local visitors as well as visitors from across Australia and overseas. Since its opening in 1988, the Powerhouse Museum has gained a proud reputation as the largest, most popular museum in Australia. Science, technology, decorative arts, social history and design are all major exhibition themes.

Sydney Observatory, built in 1858, is Australia's oldest existing observatory and one of the most significant sites in the nation's scientific history. In 1982 Sydney Observatory came under the management of the Museum of Applied Arts and Sciences. It is now a museum of astronomy and offers a range of educational programs in astronomy and science which includes the solar system, the universe, space travel and the history of astronomy.

The **Powerhouse Discovery Centre** is the Powerhouse Museum's off-site collection storage facility. A new 'museum visitor experience' model and program to increase public access to the Powerhouse's Collection has been developed and was officially opened at the Castle Hill site in March 2007.

The MAAS Volunteer Program

Volunteers have been involved with the Museum from the very first day it opened its door in 1988. The Volunteer Program attracts people with a range of backgrounds and skills, a shared commitment to the collection and a desire to help the museum.

The MAAS Volunteers bring substantial benefit to:

- Our visitors by enhancing their experiences and understanding of museum objects and exhibitions.
- Our organisation by bringing specialist advice and skills into the organisation and through the provision of additional support to particular programs.
- The wider community by providing an avenue for community participation in specific exhibitions or the organisation as a whole.

VOLUNTEERS' ROLES

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. Anyone over the age of 16 may apply to volunteer at the museum and volunteers may apply to transfer from one volunteer position to another. As with all employment, whether paid or unpaid, staff and employers have complementary rights and responsibilities, these are set out in the *Volunteer Program Policy and Procedures Manual*. Before starting work with the museum volunteers agree to the program's *Policy and Procedures* and its *Code of Conduct*. We do welcome applications from people with a disability, if you have a physical disability please contact the Volunteer Program coordinator to discuss your special needs.

Volunteers assist in a variety of departments, both 'visitor services' and 'behind the scenes'.

VISITOR SERVICES

Visitor Services volunteers are given an education and training program to ensure that they have sufficient knowledge, skills and abilities to achieve the high standard of presentation expected by the museum. Volunteers are assessed during training and again three months after commencing duties. During these three months new volunteers are matched with a "buddy" to provide support and encouragement through the initial period of volunteer service. On-going training and education is also provided and volunteers are expected to participate in this. They are also encouraged to continue to develop their knowledge and appreciation of the museum and its collections.

Visitor Services volunteers are initially employed for a 3-month trial period following the successful completion of the training course. They are asked to make a commitment of at least the equivalent of one day a week for at least 12 months to a maximum of three years.

Powerhouse Visitor Services volunteers support the public program activities of the Education and Visitor Services Department by greeting visitors and taking orientation walks; conducting tours; giving exhibition, object and special event talks and assisting with school holiday programs and demonstrations; assisting staff with education briefings and education packages and assisting groups with teacher guided visits. Powerhouse Visitor Services Volunteers also provide services to groups in the community via the outreach program, where they visit organisations outside of the Museum.

PHM Youth volunteers (aged 16 – 21) provide assistance to the Education and Visitor Services staff and volunteer with the holiday programs scheduled for that period. Youth Volunteers provide a high standard of service to the visitor, welcoming them to the museum, providing accurate and consistent information about the museum, its exhibitions and holiday activities.

We ask that PHM Youth Volunteers commit to 4 days of volunteering during their specified holiday period. This position is ideal for students wishing to gain experience in Early Childhood, Education Programs, Visitor Services, Museum Studies and Tourism.

Observatory Visitor Services volunteers meet and greet visitors and provide directions to facilities, conducts tours of the exhibition and site for the general visitor. Observatory volunteers are most needed to assist with Observatory Special Events and the Observatory School Holiday Programs. Standing, walking, talking and listening are major components of these positions, so Observatory volunteers need to be able to physically meet the demands of the work.

Powerhouse Discovery Centre Visitor Services volunteers – Castle Hill

The Powerhouse Discovery Centre volunteers are a critical and valued component of the Discovery Centre at Castle Hill. Assisting the site team - in particular the Education and Volunteers Coordinator - to deliver a diverse range of public access programs and activities including tours, talks, school group visits and education and school holiday and public programs. These include monthly public open days and quarterly community field day events.

Behind the Scenes at the Powerhouse Museum

Behind the Scenes volunteers support staff in work that happens outside the public areas of the museum in a wide range of departments including; Education and Visitor Services, Curatorial, the Library, Registration, Conservation, Photography, Design, Print Media Production, Audio Visual, and Information Technology. Their work involves clerical and administration support, assistance with conservation, research work and cataloguing.

N.B. When Behind the Scenes Volunteers positions become available they are advertised on the Powerhouse Museum website http://www.powerhousemuseum.com/volunteers/volunteers_positions.asp

Reference and Security Checks

Standard reference recruitment checks will be made for each volunteer.

Child Protection Legislation requires Museum staff and volunteers to complete and sign a "Prohibited Person Declaration Form" and a "Working with Children Check Consent Form" for the basis of conducting employment screening. All checks will be treated as confidential and will be kept secure.

VOLUNTEER BENEFITS PROVIDED BY THE MUSEUM

Along with the interesting & rewarding experience of working in the museum, volunteers receive:

- 10% discount at the Powerhouse Museum shop
- A bi-monthly Newsletter
- One years free museum membership after completing 100 hours of volunteer work (Membership is issued in the January of the following year)
- Certificates of recognition after each year of service
- Badges recognising 5, 10 and 15 and 20 years of service
- A written reference where required
- Recognition of participation in training
- Invitations to social outings and activities
- Access to the volunteers room, in the Powerhouse Museum, with computer and photocopier
- Access to the research library
- Participation in staff training courses run in-house, where places are available

Please complete the enclosed application form, attach a resume where available, and mail to:

The Volunteer Program Coordinator
Powerhouse Museum
PO Box K346
Haymarket, NSW, 1238

email: volunteercentre@phm.gov.au

or

Fax: 9217 0501

Office Use Only:	
Referred to:	Contacted:
Interview:	Referee Check:
Training:	WWCC:
ID issued:	

VOLUNTEER APPLICATION FORM

Date of application:

Personal details

First name	Last name
Date of birth	Mobile phone
Home phone	Email
Mailing address	

Please list any health limitations:

Availability

Department of Interest (Please tick one or more options)

- | | |
|--|---|
| <input type="checkbox"/> Powerhouse Visitor Services | <input type="checkbox"/> Sydney Observatory Visitor Services |
| <input type="checkbox"/> Powerhouse Youth Volunteer: | <input type="checkbox"/> Powerhouse Discovery Centre Visitor Services |

What days are you available (please tick one or more options):

- Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

Resume is attached with this application: Yes No

Referees (Please provide contact details for two referees and your association with each person)

Name:	Phone no:
Association to you:	
Name:	Phone no:
Association to you:	

Emergency Details (these are kept on file in case of an emergency during training/ volunteering)

Emergency contact name:	
Emergency contact number:	Relationship:

Volunteer details

Please list relevant work experience, volunteer experience, you have:

Please list relevant education/ training you have:

Please list any other abilities you consider relevant (ie language)

Why do you wish to be a volunteer with the Powerhouse?
