

Position description

Title	Chapel and History Centre Support Worker
Reports to	Chapel Coordinator
Classification & Salary	Level 3.1 / \$32.39 p/h
Employment Status	Part Time, Ongoing
Primary Location	Chapel of the Good Shepherd
Date	March 2021

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 is situated in the grounds of the Abbotsford Convent complex.

The History Centre provides visitors with an insight into the life of Sisters and residents during the time of residential care in Victoria.

The Gallery/Studio in the crypt below the Chapel is used for exhibitions and other cultural activities.

The Chapel, itself, is the space for life ceremonies such as weddings, funerals, baptisms and daily Mass. Music events and sensitive cultural events are also held in the Chapel.

Visitors to the Chapel are interested in history, spending time in a reflective space, holding a life ceremony or for quiet thinking time. Past residents will regularly visit the chapel with family members.

The activities held in the Chapel are part business, part pastoral.

The Chapel support worker role is to:

1. Welcome and engage visitors to the Chapel and Interpretive/Heritage Centre. In particular, engage with past residents and/or their families who visit the Chapel
 2. Assist with Sacristan duties
 3. Support the Manager with functions associated with "life ceremonies" and other events at the Chapel
 4. Support the Chapel Coordinator with general Chapel operations and maintenance.
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Key Responsibilities

1. Experience dealing with people from a range of backgrounds.
2. Experience or an understanding of Sacristan duties.
3. Experience in holding events.
4. Experience in counselling, Social or Community Work, pastoral care or equivalent.
5. Capacity to deal with sensitive situations.
6. Some understanding of past Institutional Care within the Catholic/Religious context an advantage.

Desirable Skills and capabilities

- Experience in developing new projects/community development.
 - An eye for detail regarding site presentation
 - An engaging and hospitable demeanour
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Strategy

- Support the development and delivery of the Chapel goals, strategies and outcomes consistent with Organisational Strategic plan.
- Work closely with the Chapel Coordinator to ensure a Mission lens is applied to all Chapel activities.
- Contribute to the development and implementation of Chapel events and activities.
- Provide advice and recommendations to inform planning.

People

- Work in collaboration with Chapel Coordinator to expand:
 - 'Life ceremony' opportunities
 - Information and referral to past residents and their families
 - Opportunities for new engagement with the Chapel
- Share knowledge and practice insights with colleagues
- Demonstrate commitment to own learning and development
- Participate actively in regular formal supervision
- Take responsibility for own wellbeing

Clients

- Ensure that a Mission Lens (values and behaviours) is applied to all engagement with Chapel stakeholders. (Stakeholders can include, visitors, past residents and/or their families, 'life ceremony' participants, Good Shepherd people, Board, staff, volunteers and relevant external partners)
- Assist in data collection and analysis of contacts to inform service response

Service Delivery and Operations

- Work with Chapel Coordinator to develop new Chapel 'business' opportunities.
- Collaborate with GS Archives, Heritage and Communication team
- Participate and assist in Chapel events/activities
- Attend internal organisational meetings and training
- Other duties as reasonably required

Stakeholders

- Assist to identify new, and maintain effective current, external partnership relationships that enhance delivery of Chapel goals, strategies and outcomes.
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Manage Petty Cash
- Assist the Chapel Coordinator in the processing of income.
- Understand and adhere to Privacy Legislation, and Child Safety and Safeguarding legislation
- 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

Personal

- Behaviour consistent with GSANZ mission, policies and values.
- Visible leadership of mission and values demonstrated by own behaviour and by a commitment to address inconsistent behaviour when required.
- Commitment to personal and professional development.

Qualifications, Experience and Mandatory Requirements

- A satisfactory Police Check
 - A current Employee Working with Children's Check (WWCC)
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Key Selection Criteria

1. Ability to work in a small team and a collaborative environment
2. Excellent verbal and communication skills
3. Knowledge or experience of working with religious institutions
4. Knowledge of Excel, Word, Outlook and booking systems
5. Demonstrated ability to work in a dynamic working environment servicing a wide variety of life events.

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

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.