

# Position Description

## Aboriginal Programs Guide



### Position Purpose

The Aboriginal Programs Guide is responsible for conducting effective, vibrant, well-informed site tours and tourism programs for visitors to Royal Botanic Gardens Victoria. The role will contribute to the design and delivery of engaging and culturally sensitive programs with specific reference to First People's culture and plants, to extend learning and engagement with First People's experiences, sites and history.

### Position Details

<b>Position Title:</b>	Aboriginal Programs Guide
Position Number:	422092, 422093
<b>Classification:</b>	2.2
<b>Division:</b>	Experience and Engagement
<b>Branch:</b>	Visitor Experience and Volunteers
<b>Work Location:</b>	Melbourne Gardens with the requirement to work at Cranbourne Gardens at times.
<b>Reports to:</b>	Senior Aboriginal Programs Guide
<b>Direct Reports:</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many?

### Designated Aboriginal Position

This is a designated position under s.12 Special Measures of the Equal Opportunity Act 2010. Only Australian Aboriginal and/or Torres Strait Islander people are eligible to apply.

### Acknowledgement of Country

Royal Botanic Gardens Victoria acknowledges the Traditional Owners of the land on which our two Gardens are situated: the Wurundjeri Woi-wurrung and Bunurong peoples of the Kulin Nation. We pay our respects to their Elders past and present and acknowledge their continued custodianship and deep spiritual connection to these lands and waters. We honour the strength and richness of over 60,000 years of continuous Aboriginal culture and recognise the vital role of future generations as stewards of culture and Country.

# Position Description

## Aboriginal Programs Guide



### About Royal Botanic Gardens Victoria

RBGV Melbourne and Cranbourne sites are situated on the lands of the Wurundjeri Woi-wurrung and Bunurong peoples. Much of our biodiversity and conservation work also extends to numerous Traditional Owner lands across Australia. For over 179 years, Royal Botanic Gardens Victoria has connected people with nature: originally at a heritage-listed landscape in the heart of Melbourne and, more recently, with the addition of a contemporary native garden set within a natural bushland reserve at Cranbourne. These sites are home to extraordinary landscapes, cultural heritage, innovative public programming and world-leading plant science, horticultural science and conservation research.

Beyond their physical beauty, the Gardens also contribute to global and local biodiversity knowledge, through research, discovery, protection, cultivation and restoration of rare and threatened plant, algae and fungi species, both ex-situ and in the bushland, and as the insurance policy for the state's unique flora pre- and post-bushfire recovery.

Royal Botanic Gardens Victoria is also the custodian of the \$425 million State Botanical Collection (including over 1.5 million preserved plants, algae and fungi), housed within the National Herbarium of Victoria, and is a hub for global plant knowledge, with internationally recognised biodiversity management and conservation research programs.

The Gardens is also a steward for irreplaceable preserved plant collections, plant records, seeds and knowledge required for future generations to thrive; and is known for innovative engagement programs that highlight the role of nature in underpinning individual and community wellbeing, whilst fostering social inclusion for community benefit. It is also dedicated to stimulating conservation action and contributing to climate resilience, lifelong learning and unique memories for all visitors, at every stage of their lives.

RBGV is committed to support the self-determination of Traditional Owners and First Peoples from across Australia. This is supported by RBGV's [Innovate Reconciliation Action Plan](#) (RAP) and the Department of Environment, Energy and Climate Action's (DEECA) [Pupangarli Marnmarnepu 'Owning Our Future' Aboriginal Self-Determination Reform Strategy 2020-25](#). Cultural safety of First Peoples is an underpinning principle of self-determination, which RBGV is committed to creating under the DEECA [Aboriginal Cultural Safety Framework](#).

For further information about RBGV, please visit our website [www.rbg.vic.gov.au](http://www.rbg.vic.gov.au)

### Context

#### The Division

The Experience and Engagement division is responsible for curating visitor and audience experiences at RBGV, offering welcoming support and services, while delivering a range of diverse, relevant and engaging programs and events including onsite and online storytelling. Its work encourages a deep connection with nature, culture and science whilst also generating revenue for RBGV. Its work enables RBGV to fulfill its public mandate, delivering cultural, educational, scientific, economic and tourism benefit for the state of Victoria and embodies our mission to champion the role of plants and botanic gardens for the wellbeing of people and the planet.

#### The Branch

# Position Description

## Aboriginal Programs Guide



Royal  
Botanic  
Gardens  
Victoria

The Visitor Experience and Volunteers Branch is responsible for providing exceptional service to diverse audiences, ensuring every interaction is welcoming, accessible, and fosters a deep connection with nature, culture, and science and RBGV's Melbourne and Cranbourne Gardens. Visitor experience support is provided at our Visitor Centres, by our onsite staff and volunteers and via online, phone, and onsite enquiries. Programs and tours include the Aboriginal Heritage Walk, Garden Explorer and volunteer-led tours.

### Key Accountabilities

- Deliver First Peoples plant knowledge tours to a range of local, national and international visitors.
- Contribute to the successful delivery of exceptional and well-researched tourism programs focused on First People's culture, plants, experience and history.
- Use sound judgment and discretion with regard to visitor issues, accessibility, cultural sensitivity and appropriate social protocols.
- Support existing and new Traditional Owner and First Peoples tourism related partnerships to ensure culturally safe and appropriate program development and delivery.
- Maintain current knowledge of the Gardens by attending training, briefings and through self-education
- Contribute effectively to timely planning, reporting and monitoring processes, including budgets as required.
- Effectively ensure projects, records and work activity are within acceptable risk levels.
- Work as a collaborative and creative member of the team, developing positive and professional staff and stakeholder relationships to achieve organisational priorities.
- Be flexible and willing to contribute and partake in new and existing programs, initiatives, and socio-cultural guidance and advice.

### Key Selection Criteria

#### Education / Qualifications / Specialist training

- A qualification or equivalent experience in a discipline relevant to First Peoples tourism, public program delivery/tour guiding, ideally but not necessarily related to native plants.
- Sound knowledge and understanding of Aboriginal culture, current opportunities, challenges and community aspirations amongst Aboriginal Victorian and wider communities.

#### Expertise/Knowledge

- Demonstrated experience in the effective, high-quality delivery of cultural programs to diverse audiences.
- Knowledge of, or willingness to attain knowledge of local indigenous and Australian plants, and two-way Healing Country biodiversity conservation knowledge systems.
- Considerable breadth of knowledge of Australian Aboriginal culture and the ability to gain a sound knowledge of the local Aboriginal community and its networks.

# Position Description

## Aboriginal Programs Guide



Royal  
Botanic  
Gardens  
Victoria

- Experience in building networks with First Peoples, ideally Aboriginal people living in Victoria, using knowledge of cultural and communication sensitivities.
- Strong understanding of access needs and the ability to respond appropriately as new needs arise.
- Commitment to best practice customer service delivery.

### Skills & attributes

- Excellent interpersonal, communication and presentation skills, with the ability to share stories and knowledge across diverse and often non-English speaking audiences.
- Ability to interpret cultural and scientific concepts for diverse audiences.
- Excellent problem-solving skills, with the capability to respond appropriately and effectively to customer feedback, referring issues to other personnel or emergency services as needed.
- Contemporary understanding of best practice customer service.
- Flexible, collaborative approach to work design and new procedures.
- Proven ability to work effectively with a minimum level of supervision.
- Excellent time management and organisational skills.
- Intermediate computer skills
- A commitment to self-directed learning.

### Other

- Current Victorian Driver's Licence
- Requirement to work across locations with flexibility and across weekends

### Privacy and Probity

RBGV affirms that the collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

### Records Management Obligations

You agree to comply with the Public Records Act 1973 during the course of your duty where you are required by law to preserve, manage and utilise public records of the state.

### Child Safety

The incumbent must satisfy a national criminal check. A current Working with Children check is required to adhere to the RBGV Child Safe Program, which includes a thorough safeguarding children and young people induction and online training to uphold the safety and wellbeing of children and young people. Upon appointment, all incumbents will be required to sign the RBGV Child Safe Statement of Commitment.

### Other Reasonable Management Direction

In addition to the duties outlined above, you are also required to perform such other duties as may be directed by your supervisor or management provided these are within your competency or training.