



# Position Description

Position Number	Multiple
Position Title	<i>Questacon Volunteer Explainer</i>
Classification	<i>Non-Employee Commencement</i>
Position Type	<i>Voluntary, 6 months to ongoing – part-time</i>
Group	<i>Visitor Experiences</i>
Division	<i>Questacon</i>
Branch	<i>Operations</i>
Section	<i>Centre Experiences</i>
Security Clearance	Not Applicable.
APS Job Family	<i>230201 – Service Delivery</i>
APS Job Function	<i>Program Delivery</i>
APS Job Role	<i>Guide</i>
Office Location	<i>Questacon - Parkes</i>
Contact Officer	<i>Name: Volunteer Coordinator</i>
	<i>Email: Volunteering@questacon.edu.au</i>

## About the team

Questacon – The National Science and Technology Centre is a division of the Australian Government Department of Industry Science, Energy and Resources. Our Vision is “Australians are inspired by science and technology and the opportunities it creates for the future” and are driven by the purpose of “creating fun interactive learning experiences that stimulate engagement in science and technology.” Science communication is at the heart of what we do.

The *Questacon Volunteer Explainer Program* is part of the Visitor Experience team and provides a fun and welcoming environment for visitors to our iconic Questacon Centre in Canberra. *Volunteer Explainers* are a group of passionate science communicators and are integral part of the visitor experience who engage, entertain and educate visitors throughout the Centre. *Volunteer Explainers*:

- demonstrate STEM concepts at Mike Gore Curiosity Corner
- demonstrate STEM concepts on the Questacon Curiosity Rover
- support visitors in gallery and exhibit interpretation
- support learning experiences during Questacon events and programs

Position Description

| [industry.gov.au/url](http://industry.gov.au/url)

1

## Ideal candidate characteristics

The ideal candidate will possess the following characteristics:

- interest or background in science, technology, engineering and/or mathematics
- genuine interest in inspiring people of all ages, particularly children and young people
- good communication and interpersonal skills
- a professional manner and appearance
- a desire to learn as well as educate
- ability to integrate instructions and feedback
- willingness to adapt to changing circumstances.

## Duties of the role

As a *Volunteer Explainer* you will:

- enhance a visitors' experience by encouraging an interest and appreciation for STEM
- demonstrate a variety of STEM concepts
- support visitors in the correct use of exhibits to facilitate maximum engagement and enjoyment
- communicate information about Questacon exhibits, programs and Centre amenities
- demonstrate professionalism consistent with the Australian Public Service (APS) Code of Conduct and Values
- adhere to Child Safe and Work, Health and Safety practices
- undertake duties as negotiated with the Volunteer Coordination team.

## Eligibility

To be eligible for engagement as a volunteer in the APS and the Department, applicants must:

- be an Australian citizen, resident or hold visa rights to volunteer in Australia
- complete a Pre-employment Suitability Assessment (PESA) including a national police check
- hold or obtain current registration under the Working with Vulnerable People (Background Checking) ACT 2011 and maintain this whilst volunteering at Questacon.

## Notes

*Volunteer Explainers* must have an ability to cope with a busy environment aimed at school children.

The *Questacon Volunteer Explainer Program* default volunteer roster includes shifts of 4 hours in duration, or duration by mutual arrangement, with a maximum of 16 hours per week. *Volunteer Explainers* are asked to make a minimum commitment of six months or longer.

*Volunteer Explainers* are required to follow uniform and dress code guidelines.

Before undertaking *Volunteer Explainer* training, volunteers must hold and maintain a Working with Vulnerable People registration and be willing to provide the details of two referees.

***Volunteer Explainers* are not required to obtain or maintain a Baseline security clearance, please ignore this instruction in the current PESA correspondence.**

Incoming *Volunteer Explainers* are required to complete a combination of online and in-person training, including:

Position Description

| [industry.gov.au/url](http://industry.gov.au/url)

## OFFICIAL

- Induction and Emergency Processes training
- Child Safe Framework and Guidelines training
- attend a minimum of three (3) in-person training session with *Volunteer Explainer Trainers* of four hours in duration
- complete an assessment demonstrating your learning
- complete mandatory training as required

In recognition Questacon volunteers receive:

- Questacon uniform
- travel and laundry reimbursement of \$10 per volunteer shift
- free parking
- 10% discount at the Atomic Café
- 15% discount at the Questacon Shop
- free entry to Questacon for immediate family
- free Questacon membership including free entry to reciprocal science centres and museums
- ongoing support and training opportunities
- ongoing social and recognition events
- an opportunity to join a friendly community passionate about science communication
- a reference provided by the Volunteer Coordination team upon request

For more information, please reach out to the Volunteer Coordination team:

[volunteering@questacon.edu.au](mailto:volunteering@questacon.edu.au)