

Position Description

Position Title		Library Programs and Outreach Officer
Directorate	Community Strengthening	
Department/Business Unit	Community Arts, Culture and Libraries	
Team	Libraries	
Classification	Band 5	
Date	June 2024	
Reports to:	Library Partnerships and Engagement Coordinator	
Supervises:	Supervises staff as Librarian on Duty on designated shifts	
Internal Liaison:	Library Partnerships and Engagement Coordinator / Library Programs and Partnerships Officer / Library staff – <u>daily</u> . Team Leader – Library Engagement / Team Leader – Library Customer Experience / Library Operations Support Officer – <u>regular basis</u> Team Leader – Community Reading and Learning / Senior Management / Fleet / other Council staff – <u>as appropriate</u> .	
External Liaison:	Education providers, relevant Community agencies, Program participants, Parents and Caregivers, Library Patrons and Community members, Performers and Facilitators, Cultural groups, Community organisations, colleagues from other Library Services and agencies – <u>regular basis</u>	

Position Objectives

Your primary purpose in this position is to:

- Provide excellent proactive service in a library environment that supports community development and utilises a range of technologies.
- Proactively develop, promote, and support the delivery of programs and services, including outreach programs.
- Efficiently and effectively perform support functions relating to the day-to-day delivery of services, programs, and collections.
- Schedule and develop Early Years and vehicle training for relevant Library Services Staff.

Key Selection Criteria

Essential

- Degree or Diploma in Social Sciences, Education, Community Development, Library studies or related disciplines with little or no relevant work experience, or alternatively lesser formal qualifications with equivalent relevant work skills and experience. Relevant skills, knowledge and experience includes:
 - Understanding of community engagement principles and practices within the provision of Library Services and an ability to work strategically across Council and Community.
 - Demonstrated skill and ability in working in partnership with families, caregivers, and key community stakeholders.
 - Outstanding service values including exceptional service delivery to people from culturally and linguistically diverse (CALD) backgrounds.
- Demonstrated ability to effectively supervise staff in a Library environment and communicate appropriately including:
 - excellent influencing, problem solving, networking, oral and written communication skills; along with
 - sound conflict resolution, skills referring or escalating matters as appropriate.
- Demonstrated effective organisational and time management skills, prioritising responsibilities within resources available and set timelines to achieve the specific and set objectives.
- Demonstrated knowledge and interest in innovative technology along with proficiency in a range of software applications including the Microsoft Office suite of products to prepare project plans and written proposals and reports.
- Knowledge and understanding of authors, books, and the importance of the Libraries' role in supporting literacy.
- Facilitate computer and digital services to Library users.

- Ability to maintain awareness of changing community demographics along with knowledge and links to contemporary Community Engagement policy, theory and practice understanding of the underlying principles involved in order to enhance community participation and involvement.
- Ability to resolve operational problems such as program coordination with other agencies, as well as facilitating interface with affected clients and groups.
- Demonstrated ability to develop promotional material across a variety of mediums including print and social media particularly through up-to-date awareness of Council events / sponsored activities organised to take place within the community and/or other significant community activities or events that Library patrons may enquire about.

You must hold and maintain these licences, registrations, certificates:

- Working with Children's Check
- Police Check
- Current Driver's Licence
- First Aid and CPR (specify)
 - Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Program and Outreach Support</u>	<ul style="list-style-type: none"> • Support the Partnerships and Engagement Coordinator and Specialist Librarians in the long-term planning and development of Library programs and events. • Support the delivery of programs and outreach services through maintaining timetable, schedules, keeping the automated rostering system (Emplive) for programs and outreach updated and support allocating staff, volunteers and other resources. • Train and induct program and outreach service delivery staff and volunteers. • Support the planning, delivery and evaluation of programs as well as those delivered through outreach services. • Assist and encourage the disadvantaged and hard-to-reach to engage with the Libraries and the services available. • Make recommendations based on established service priorities and criteria on the allocation of resources to outreach venues and groups. • Review program and outreach operating procedures for staff and volunteers as required in consultation with library staff. • Ensure Outreach vehicles, equipment and program materials are well presented, well maintained and safe at all times. • Engage and liaise with individuals, community groups and departments in the allocation and delivery of library outreach programs and services. • Support and assist in the planning for programs, including identification of target groups and resources required. • Make recommendations on the Library service outreach programs and services including quality control and improvements based on established evaluation practices.
<u>Service Delivery</u>	<ul style="list-style-type: none"> • Provide effective and efficient Library and information services to all library users on a rostered basis during library opening hours at all locations. • Assist Patrons to become familiar in use of catalogues, electronic resources and other information resources. • Accept responsibility, as nominated Librarian, for the management of front-of-house Library operations during rostered shifts. • Provide roving user support to patrons using technology and throughout the Library. • Perform functions, such as issuing, returning and reserving library materials for patrons. • Enrol and induct new members and perform all other functions related to library membership. • Facilitate Computer and digital services to Library users. • Monitor trends and provide recommendations on issues affecting library services.
<u>Program Support</u>	<ul style="list-style-type: none"> • Conduct training programs to library users in small groups based on set content. • Conduct Library tours and resource demonstrations to Library user groups as required. • Provide basic literacy and learning support services and advice and make bookings for language and literacy assessments where appropriate.

	<ul style="list-style-type: none"> • Conduct story times and associated children’s activities as required to promote early literacy and the use of Library resources inside and outside the library.
<u>Resource Development</u>	<ul style="list-style-type: none"> • Assist in the maintenance and development of Library resources and collections, especially those targeting the needs of children and young adults. • Contribute content for the Library website and overall web presence. • Make recommendations and participate in the selection of print materials and e-resources.
<u>First Aid Activities</u>	<ul style="list-style-type: none"> • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and OHS First Aid Operational Procedure

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none">• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.
Child Safety	<ul style="list-style-type: none">• Understand obligations and act in an appropriate manner with and around children.• Promote positive work practices with children.• Establish boundaries around acceptable and unacceptable behaviour in relation to children.• Adhere to reporting obligations where there is suspected or discovered child abuse.
Climate Change & Sustainability	<ul style="list-style-type: none">• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none">• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times.• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.• Perform other duties as directed within the limits of acquired skills, knowledge, and training.• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.• At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none">• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none">○ zero tolerance of racism and expectations that staff will act on incidents of racism.○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none">• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion.
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)		
		Occasional	Frequent	Constant

		Rare / Never	0 – 33%	34 – 66%	>66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

- In achieving the overall accountabilities and authorities, the Library Programs and Outreach Officer will ensure that all projects and initiative standards are achieved and maintained through effective resource management.
- When making decisions and taking actions to supervise resources, including other employees and volunteers, the freedom to act is governed by clear objectives and/or budgets identified in frequent prior consultations with the Library Partnerships and Engagement Coordinator and a regular reporting mechanism to ensure adherence to predetermined priorities and plans.
- This position is directly accountable to the Library Partnerships and Engagement Coordinator in providing quality and professional advice and assistance to members of the public. The freedom to provide specialist advice to or to regulate clients is subject to close supervision or to clear guidelines.
- When providing direct support and assistance to the Library Partnerships and Engagement Coordinator and other senior staff the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon their performance.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are usually well defined and may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently:

- Responding to Community enquiries, providing user assistance, services, and programs to all library users within established Library Services policy, guidelines, and procedures.
- Preparation of routine Library program delivery with clearly defined objectives and procedures, seeking positive outcomes within guidelines for difficult situations and emergencies that may occur within library facilities or as part of program delivery.
- Exercise initiative, discretion, judgement, and effective problem solving in the daily management, and support of library program delivery and outreach services.
- Work independently and manage identified priorities where the objectives of the work program are well defined.

With input From Library Partnerships and Engagement Coordinator

- Review and implement programs and outreach schedule for the community in accordance with documented guidelines.
- Independently research, identify and provide options to solve complex problems.
- Exercise discretion in relation to activity, project and program delivery using the advice of Coordinator, team members, and management where the priority action is unclear.

Recommends and Identifies to the Library Partnerships and Engagement Coordinator

- Changes and enhancements to Program delivery in order to achieve required outcomes.
- Items for budget consideration, including changes to program and outreach service delivery schedule and distribution of resources to support services and programs.
- Changes to procedures, work practice and programs to increase service efficiency, improve patron service quality and team effectiveness.

Guidance:

- Guidance and advice is usually available from the Library Partnerships and Engagement Coordinator within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- As a day-to-day supervisor this role requires an understanding of relevant technology, procedures and processes used within Library Services and an ability to interpret policies and regulations, including the underlying principles involved as distinct from the practices.
- Ability to maintain awareness of changing community demographics along with knowledge and links to contemporary Community Engagement policy, theory and practice understanding of the underlying principles involved in order to enhance Community Participation and Involvement.
- Ability to resolve operational problems such as program coordination with other agencies, as well as facilitating interface with affected clients and groups.
- Demonstrated ability to develop promotional material across a variety of mediums including print and social media particularly through up-to-date awareness of Council events / sponsored activities organised to take place within the Community and/or other significant Community activities or events that Library patrons may enquire about.
- Demonstrated knowledge and interest in innovative technology along with proficiency in a range of software applications including the Microsoft Office suite of products to prepare project plans and written proposals and reports.
- An understanding of the role and function of the Library Partnerships and Engagement Coordinator and other senior staff along with an understanding of the long-term goals of the Library Services department and appreciation of the goals of the organisation.

Management & Interpersonal skills

The essential position requirements include:

- The demonstrated ability to effectively manage time, establish priorities, plan, and organise own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives of projects in the most efficient way possible within resources available and within a set timetable.
- Requires the ability to gain cooperation and assistance from members of the public, Library outreach and program participants and other team members in the administration of well-defined activities and the day-to-day supervision of other employees where appropriate in the delivery of Library Services. Periodic contact is also required with external organisations and other levels of government.
- Excellent verbal communication, advocacy, and conflict resolution skills to address and manage front-of-house incidents, escalated by Library Service Officers on shift.
- Where day-to-day supervision is part of the job it requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee training and development.
- Requires well developed research skills, including written communication to the preparation of correspondence and reports in the field of expertise as required.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared By			
Manager			
Director			
Occupant			

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

