

First 5 Forever Outreach Officer

Position Description

Directorate	Community and Environmental Services	Department	Cultural Services
Reports To	Library Branch Leader / Branch Team Leader	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services.	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 3

Position Purpose

Support the library services team to deliver early literacy outreach events and provide support to the daily operations of a branch library.

Key Responsibilities and Outcomes

As a First 5 Forever Outreach Officer you will:

- Deliver a broad range of outreach events in collaboration with the branch library staff, ensuring a wide reach of early literacy programming in spaces across the region.
- Collect and compile qualitative and quantitative feedback and statistics to be included in reports for the State Library of Queensland and Council.
- Develop and maintain relationships with stakeholders to enhance First 5 Forever programs and services.
- Assist with overseeing routine branch operations to ensure customers' needs are met through positive service experiences, resolving customer and procedural issues.
- Provide customers with positive service experiences through a sound knowledge of library collections, resources, and procedures, utilising well-developed reference services and reader advisory assistance.
- Oversee library team members and roster and prioritise routine work tasks.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE
TEAMWORK
INTEGRITY
RESPECT
SUSTAINABILITY

Decision Making	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience
<ul style="list-style-type: none"> • Relevant experience in a hands-on outreach role requiring a similar skillset related to early childhood literacy. • Well-developed interpersonal and time management skills, with a focus on the provision of quality customer service. • Demonstrated relevant experience within a customer focused environment. • Demonstrated ability to navigate and use databases, internet and online resources, social media, and digital technologies such as tablets and eReader devices.

Qualifications
<ul style="list-style-type: none"> • Tertiary qualification in Information and Cultural Services or other relevant fields. • Current C class driver's licence. • Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check) or ability to confirm suitability within two months of engagement.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.