



POSITION DESCRIPTION

POSITION TITLE:	Community Outreach Officer				
POSITION NO:	703674, 703633	CLASSIFICATION:	Band 4		
DIVISION:	Community Wellbeing				
BRANCH:	Library Services				
UNIT:	Yarra Libraries				
REPORTS TO:	Team Leader Outreach Services				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

POSITION OBJECTIVES

The library operates in a team environment in which the library management, library resource & technology and library community learning & partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries' business strategy, vision and values.

- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.
- Contribute to the planning, delivery and promotion of Home Library Services to the communities of the City of Yarra.
- Provide resources to Yarra Libraries services, resources and programs to residents who may be socially isolated or disengaged from participating in community life through the delivery of community outreach programs.
- Delivery of quality customer service to both internal and external clients

ORGANISATIONAL CONTEXT

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries sits within the Community Programs Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond and a virtual presence at www.yarracity.vic.gov.au/Libraries

The library service employs staff within the three core functional areas including Library Development and Marketing, Resource and Technology; and Community Engagement and Partnerships.

ORGANISATIONAL RELATIONSHIP

Position reports to: Team Leader Community Outreach Services

Position supervises: Not applicable

Internal Relationships: Library Staff
Community Wellbeing Division
Other internal Council staff

External Relationships: Residents
Public libraries
Community Groups
Members of the public
External service providers

KEY RESPONSIBILITY AREAS AND DUTIES

1. Community Engagement and Outreach

- Contribute to the planning and delivery of Home Library Services to the communities of Yarra.
- Respond to the specific needs of Home Library Service patrons

Including the selection of library material, digital literacy support and targeted programming.

- Support volunteers to deliver library materials to Home Library Service patrons .
- Respond to a wide range of customer information and reference needs and requests by utilising branch collections, products and services.
- Maintain a high level of customer focus by responding to customer needs.
- Assist with promotional activities, events and displays.
- Respond to the specific needs and expectations of customers as required with the provision to raise library membership and usage.
- Contribute to the planning and achievement of team goals and objectives

2. Programs and Events

- Assist the Team Leader with the planning and delivery of services and programs appropriate to the older members of the local community and their carers.
- Delivery of targeted programs to both internal and external clients.

3. Collections

- Under the guidance of the Collections Team Leader, maintain collections in accordance with the Yarra Libraries Collection Development Policy and collection maintenance procedures.
- Proactively assist customers to use library services & resources including print and digital.

4. Customer Service

Provide proactive customer service and support at Yarra Libraries via:

- performing rostered customer service desk shifts and associated tasks that support customers in a self-service environment
- pre-opening service preparation including shelving, shelf tidying/reading and maintenance of the branch
- dealing with general enquiries in a proactive, effective and timely manner
- effectively referring complex enquiries to specialist library staff
- provide high level collection and service knowledge and information to customers through reader services and support
- Utilise the Customer Request Management System to effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required
- Effectively implementing Yarra Libraries policies and procedures.

Marketing and promotions

- Contribute to the ongoing promotion and marketing of library services, programs and collections.
- Contribute to the development of content which supports Yarra Libraries marketing/communication efforts around the provision of resources, through the variety of mediums including print and online.
- Referring marketing or promotional enquiries to the Marketing and Online Engagement team
- Assist the Marketing and Online Engagement team in maintaining a high level of presentation of library branches through the monitoring and implementation of:
 - Signage
 - Information notice boards and areas
 - Library displays
 - Promotional materials and their display
 - Monitoring and maintaining stocks of printed marketing collateral
 - Ensuring timely removal of outdated marketing collateral from branches

5. Continuous Improvement

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- All-staff meetings
 - training programs including required internal programs
 - team meetings, both portfolio and branch
 - meetings with specific Team Leader, i.e. regular catch-ups
 - professional networks, seminars/ workshops as required
6. Maintain knowledge to support ability to work across all Yarra Libraries branches, and on evenings and weekends.
7. The incumbent is willing to undertake other duties as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Positions within this band are essentially 'doing' jobs and are often the providers of information and support to patrons and/or to more senior employees.
- The work is performed within specific guidelines and under general supervision.
- The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless employees in this band should have sufficient freedom to plan their work at least several days in advance.
- Outcomes of work are readily observable.

- The effect of decisions and actions taken in this band is usually limited to a localised work group or function.
- When undertaking customer service duties as the senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day to day routine tasks.

Safety & Risk

Act as a role model for a safety and risk management culture and ensure officers are aware of and adhere to legislative requirements and Council policies and procedures.

- Monitor and report on any conditions likely to impact on employee safety.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable and include safety and risk in all team meeting agendas.

Sustainability

Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

Yarra Values

Behave according to the following values which underpin our efforts to build a service- based culture, based on positive relationships with colleagues and the community:

- Courage
- Respect
- Accountability

JUDGEMENT AND DECISION MAKING

The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of the role and function of the Library teams to whom support is provided, an understanding of the long term goals of the Library Services Branch, and an appreciation of the goals of the wider organisation.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Ability to use, and knowledge of PCs, the internet, emerging technologies and social media including basic rouble shooting skills.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel and PowerPoint).
- Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service.
- Ability to run programs for the community.
- Commitment to ongoing training and development.

MANAGEMENT SKILLS

This position requires basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.

INTERPERSONAL SKILLS

- Ability work effectively as part of a team.
- Ability to consistently provide efficient and friendly service to library users.
- Ability to communicate clearly both orally and in writing.
- Ability to prepare routine correspondence and reports as required.
- Ability to gain the cooperation and assistance of other staff.
- Empathy with all sections of the community.
- Ability to relate to people from diverse cultural backgrounds.
- Fluency in a community language is desirable.

QUALIFICATIONS AND EXPERIENCE

Library Technician qualification or equivalent qualification and demonstrated experience working in public library environment.

A current Victorian Drivers' Licence is essential.

A current Working with Children Check card is required.

KEY SELECTION CRITERIA

- 1.** Experience in and knowledge of delivering services to residents who are elderly, disabled, socially isolated or disengaged from participating in community life.
- 2.** Demonstrated customer service attributes, including the ability to respond promptly and courteously to a diverse range of service needs and a good knowledge of library services, products and collections.
- 3.** Demonstrated knowledge & proficiency in computer skills, including basic Windows, Microsoft Office, internet, email and social media.
- 4.** Ability to prioritise tasks and activities that foster good time management.
- 5.** Proven ability to collaborate and communicate effectively with a range of individuals and groups within the community.
- 6.** Proven ability to work cooperatively in a team environment.