



POSITION DESCRIPTION

POSITION TITLE:		Aboriginal Storyteller (Library Officer)			
POSITION NO:		100401	CLASSIFICATION:		Band 4
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Community Engagement and Partnerships			
REPORTS TO:		Team Leader Community Engagement and Outreach			
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 Engagement and 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.
- Support the development and delivery of library programs and events that support lifelong learning, literacy and reader development for children, young people and parents/carers.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.
- Liaise with individuals, community groups, educational institutions, key stakeholders and the wider community.

ORGANISATIONAL CONTEXT

Yarra City 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 Wellbeing 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 Engagement and Outreach

Position supervises: Not applicable

Internal Relationships: Library Staff
Other Yarra Council staff as required

External Relationships: Residents
Community groups
Members of the public
Early Childhood Educators and other external service providers

KEY RESPONSIBILITY AREAS AND DUTIES

1. Programs and Services

- Deliver Aboriginal and Torres Strait Islander stories and craft activities to children aged 0-6 and their caregivers, with support and direction from the Community Engagement and Outreach Team Leader.
- Deliver outreach services to local childcare, kindergarten and education centres in the City of Yarra as directed by the Community Engagement and Outreach Team Leader.
- Contribute to the delivery of partnership programs and outreach activities designed to encourage community engagement with the library service in alternative service points.
- Work collaboratively with teams across Yarra Libraries to support the implementation of library strategies and plans.
- Contribute to the planning, implementation and evaluation of library programs and events as directed by the Team Leader Children's and Youth Services.

2. 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.

CONTINUOUS IMPROVEMENT

- Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:
 - All Library Staff Forums
 - training programs
 - team meetings
 - meetings with specific Team Leader
 - professional networks, seminars/workshops as required

The incumbent is expected to undertake other duties as required and may be asked to work across all Yarra Libraries branches, and on evenings and weekends.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- 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

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment

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:

- Respect
- Accountability
- Courage

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 within time to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of the role and function of the 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.
- Deep cultural knowledge and an ability to share it through storytelling.
- Ability to tailor stories and activities to meet the various needs of children and their caregivers.
- Demonstrated understanding and commitment to the rights and interests of First Nations people.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Proficiency in the use of digital technologies and software.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel, SharePoint and Teams).
- Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service.
- Commitment to ongoing training and development.

MANAGEMENT AND INTERPERSONAL SKILLS

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

- Ability work effectively as an individual and as part of a team.
- Excellent verbal, presentation and written communication skills.
- Ability to consistently provide efficient and friendly service to library users.
- Ability to gain the cooperation and assistance of other employees and members of the public.
- Empathy with all sections of the community.
- Ability to relate to people from diverse cultural backgrounds.

- Fluency in a community language is desirable.

MULTISKILLING

The incumbent of this position may be directed by the Manager Library Services, to carry out other duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

QUALIFICATIONS AND EXPERIENCE

- A current Working with Children Check is required.
- A current Victorian Drivers' License is required.
- Beyond secondary education or demonstrated experience working in public library environment.

KEY SELECTION CRITERIA

1. Demonstrated ability to effectively and efficiently provide quality customer service to a range of people from diverse backgrounds, cultures and abilities.
2. Demonstrated ability to self-manage own time, priorities and duties and work as a part of a team, adapting successfully to changing situations and environments
3. Demonstrated well-developed verbal/non-verbal and written communication skills
4. Demonstrated ability to successfully pre-prepare for, deliver and report on story time programs including storytelling and activities.
5. Demonstrated storytelling skills and the ability to engage or perform with crowds