



POSITION DESCRIPTION

POSITION TITLE:		Community Wellbeing Social Support Officer (Working for Victoria temporary 6 months)			
POSITION NO:			CLASSIFICATION:	Band 5	
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Community Engagement and Partnerships			
REPORTS TO:		Team Leader Community Wellbeing Project Lead			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

POSITION OBJECTIVE:

The library operates in a team environment in which the Library Management, Library Resource and Technology and Library Community Learning 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;
- Contribute to the delivery of wellbeing programs to support the Yarra community
- Develop and maintain a high level frontline social work skill (homelessness, mental health, drug and alcohol) to support to the Yarra Community
- Support the Community Wellbeing Officers in understanding and responding to community who have multiple and complex needs.
- Work in partnership with other members of the Yarra Council staff to meet the needs and expectation of our customers.
- Provide day to day support to the Working for Victoria Community Wellbeing team.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.

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, self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries Vision is: Connect Discover Inspire

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2017-20 is: To provide a place for all people to connect with others. Discover new things and find inspiration, both within the library walls and beyond.

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.yarralibraries.vic.gov.au

The library service employs 40.67 EFT staff within the three core functional areas including Administrative Support, Resource and Technology; and Community Learning and Partnerships.

ORGANISATIONAL RELATIONSHIP

Position reports to:	Team Leader Community Wellbeing Project Lead
Position supervises:	Not applicable
Internal Relationships:	Working for Victoria Community Wellbeing Team Library Leadership Team Yarra Libraries Staff Council staff
External Relationships:	Yarra Libraries Members City of Yarra Residents Community Groups Contractors and suppliers

KEY RESPONSIBILITY AREAS AND DUTIES

1. Social Work

- Provide day-to-day support to the Community Wellbeing Project Team.
- **Advice / Support** – provide support and advice in responding to people with complex needs, through processes and training to build capacity of staff to respond when social worker is not available.
- **Debriefing** – provide debriefing and other support to staff who encounter aggressive or emotionally and mentally distressing incidences.
- **Training and mentoring** – provide training or identify training providers to build skills in managing complex needs and issues. Incorporate lived experience perspective wherever possible.

2. Customer Service

- Provide pro-active customer service and support across Yarra Libraries
- Providing support to people with complex needs. With an emphasis on relationships, connections, responsiveness and follow up, take a proactive and reactive approach in assisting the Yarra community.
- Connect with other agencies to support escalated cases
- Raise needs to the Team Leader Community Wellbeing Project Lead, and personally connect into specialist services where needed.
- Provide advice and work collaboratively with library management to improve service offering to people with complex needs. Review and advise on how current services and programs can be made more inclusive and advise on future services and programs that can be of assistance to library visitors.
- Deal with enquiries in a proactive, effective and timely manner
- 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.
- Participate in the development and delivery of wellbeing activities and programs that support the Yarra community.
- collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met.

3. Training & Support

- Conduct training and provide guidance within areas of expertise as required.
- Support the Community Wellbeing Project team where required.

4. Continuous Improvement

- Contribute to the continuous improvement and development of Yarra Libraries by participating in:
 - Libraries and Learning staff Forums
 - training programs
 - team meetings
 - meetings with specific Team Leader
 - professional networks, seminars/ workshops as required
- 5. The ability to work across all Yarra Libraries branches
- 6. The incumbent is willing to undertake other duties as required.

ACCOUNTABILITY AND AUTHORITY

This position may supervise resources, other employees or groups of employees and provide advice to, or regulate clients, and give support to more senior employees.

The freedom to act is governed by clear objectives and budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

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:

- Respect
- Accountability
- Courage

JUDGEMENT AND DECISION MAKING

The work will involve solving problems, using procedures and guidelines and the application of professional 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. Guidance and advice would usually be available within the time required to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of policies and procedures of Yarra Libraries and the City Of Yarra.
- Build and maintain strong community connections. Liaise with service, government and other organisations to deliver, where appropriate, services that will offer extra support to the Yarra community.
- Demonstrated knowledge of a broad range of digital technologies and resources.
- 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.
- Commitment to ongoing training and development.

MANAGEMENT

- Demonstrated ability to plan, prioritise and organise work, within set timelines and in an environment of change and competing demands.
- Ability to consistently lead, motivate and coach staff and to gain the cooperation and support of team members to achieve team goals and objectives.
- Effective supervisory skills and ability to provide support to staff when necessary with training or implementation of policies and procedures.
- Ability to retain the confidentiality of all staff and Council business.
- Achieve individual and organizational goals in accordance with the expectations of Management and Council.

INTERPERSONAL SKILLS

- Ability to provide efficient friendly service to library users.
- Ability to contribute to and deliver projects, programs and events, including the developing planning, implementing, and reviewing, within agreed timeframes.
- Demonstrate ability to work effectively with a variety of internal and external stakeholders.

- Ability to develop correspondence to internal and external parties.
- Demonstrated ability work independently and as part of a team.
- Excellent verbal, presentation and written communication skills.
- Ability to discuss and resolve problems.

QUALIFICATIONS AND EXPERIENCE

Hold a Social work Qualification and eligible for membership with the Australian Association of Social Workers (AASW);

Demonstrated computer literacy skills, including the ability to use Microsoft Office, internet, email and social media.

A current Working with Children Check card is required

KEY SELECTION CRITERIA

1. Experiencing working with people with complex needs, with specialist knowledge in either homelessness, mental health and/or drug and alcohol responses
2. Leadership qualities including a high degree of initiative and analytical skills.
3. Demonstrated ability to work collaboratively with others towards effective client solutions. Good interpersonal, presentation, training and communication skills (verbal and written)
4. Ability to access priorities and manage competing deadlines both independently and as a member of a team.